DM300c / DM400c Digital Mailing Systems
Operator Guide

FCC Part 15 Compliance

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

A shielded USB cable must be used with this equipment to ensure compliance with the limits. Use of a unshielded cable is prohibited.

FCC Part 68 Compliance of the G900 Modem

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment is designed to be connected to a Facility Interface Code 02LS2 network with RJ11C network interface.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The ringer equivalence number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example 03 is a REN of 0.3).

If this equipment (3C00, 4C00 mailing machine) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment (3C00, 4C00 mailing machine), please contact Pitney Bowes, One Elmcroft Rd., Stamford, CT at 1-800-522-0020 for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. This equipment is not intended to be repaired by the customer.

Connection to party-line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If the installation site has specially wired alarm equipment connected to the telephone line, ensure the installation of this mailing machine does not disable the alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Servicing

This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. Failed units will be withdrawn by Pitney Bowes service engineers and returned to the U.S. Service Center. For reference purposes, the U.S. Service Center contact address is: Pitney Bowes Inc., 1 Elmcroft Road, Stamford, CT, 06926-0700.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Industry Canada

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The Ringer Equivalence Number (REN) of this terminal equipment is 1.0. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Pitney Bowes Contact List
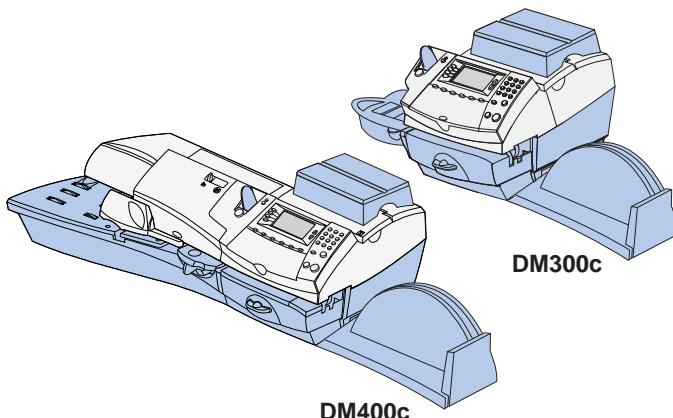
DM300c

DM400c

Machine Identification

Product Name: DM300c Digital Mailing System
Model Number: 3C00
OR
Product Name: DM400c Digital Mailing System
Model Number: 4C00

Resources

For support information, go to *www.pb.com* and click on **Customer Support**. Click on **Meters and Mailing Systems,** then click on the appropriate product name link.

To order PB supplies and accessories, go to:
www.pb.com and click on **Supplies**
OR
order by phone at **1-800-243-7824** (M-F 8:00 AM to 8:00 PM ET.)

To view a list of your equipment, pay invoices online, or you have questions about your Postage-by-Phone account go to:
www.pb.com and click on **My Account**

For questions about your account or the product, call the Pitney Bowes Customer Care Center at **1-800-522-0020 (**Monday through Friday, 8:00 AM - 8:00 PM ET).

To contact the United Stated Postal Service® (USPS), visit:
www.USPS.com

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1 • Introduction

DM300c

DM400c

This chapter lists the key features of your mailing system, tells you what's in this guide, and presents important safety information.

What's in this Guide

Section	Description
Chapter 1 *Introduction*	Describes the key features of your mailing system. It also includes important safety notes.
Chapter 2 *Getting to Know Your System*	Explains the purpose and shows the location of each control and machine feature. Please read this section carefully.
Chapter 3 *Running Mail*	Explains how to process mail. The operations covered here are the ones you'll use most often.
Chapter 4 *Printing Options*	Explains your printing options for incoming and outgoing mail.
Chapter 5 *Normal and Custom Presets*	Explains the Normal and Custom Presets feature for saving commonly-used settings on your machine
Chapter 6 *Adding Postage /Connecting to Data Center*	Explains how to connect your system to the Pitney Bowes Data Center so you can add postage and download the latest postal rates and software to your meter
Chapter 7 *System Options*	Provides step-by-step instructions for customizing system operation to suit your own needs
Chapter 8 *Standard Accounting Opt.*	Provides instructions for setting up the optional standard accounting feature.
Chapter 9 *Reports*	Provides you with a description of reports you can print on your system
Chapter 10 *Text Messages*	Provides instructions for setting up text messages.
Chapter 11 *Scale Options*	Provides instructions for setting up the optional weighing platform.
Chapter 12 *Maintenance*	Explains how to check print quality and take care of the ink cartridge and moistener.
Chapter 13 *Troubleshooting*	Explains how to fix common problems and tells you what error messages mean.
Chapter 14 *Supplies and Options*	Lists the supplies available for your mailing system. It also describes options that add to the versatility of your mailing system and enhances the productivity of your mailroom.
Appendix A *Specifications*	Provides material and equipment specifications.
Appendix B *Glossary*	Explains terms unique to the world of mailing.

About Your Digital Mailing System

Your digital mailing system's advanced features include:

- Space-saving, compact footprint
- ENERGY STAR® compliant design lowers operating costs and helps preserve the environment
- Large, easy-to-read display shows system status and prompts you through setup operations
- Semi-automatic and automatic envelope feeding, transport, and auto-eject
- Automatic date advance
- User-selectable ad slogans and inscriptions
- Convenient and simple postage refills via Postage By Phone® (requires LAN Internet connection or PC with Internet access)
- Stacker neatly stacks finished envelopes
- Ink jet printing technology provides clear, crisp imprints
- Weighing platform weighs mail pieces (optional)
- Integrated rating feature calculates correct postage
- Date and time stamp for use on incoming mail or on sensitive documents (optional)
- Accounting feature tracks postage costs by department (optional)
- Password protection limits access to authorized personnel
- Full report printing capability provides hard-copy records of your postage transactions
- In-line moistener wets and seals envelopes (optional)
- USB communication ports for exporting report data to a PC and for adding peripherals such as scanner or printer (optional)

Postal Requirements

The meter on your mailing machine is licensed by the United States Postal Service (USPS®) and you must follow some basic requirements.

- Mail must have the correct date and postage amount in the meter stamp (indicia).
- Metered mail must bear the ZIP Code location of the post office where the postage meter (mailing machine) is registered.
- If you move to another ZIP Code location, you must update the ZIP Code by calling our Customer Care Center (see *page v)*.
- The USPS® requires a postal inspection of your machine every 120 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Center to check your Postage By Phone® meter payment account balance or to add postage to your meter.

  (i) *NOTE:* If the interval between inspections is more than 90 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 120 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

    - Follow the prompts on the "Inspection Due" screen or
    - Press **Refill Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).

- Tape strips are used to apply postage on mail pieces that are too thick or too large to run through your machine. These sheets must conform to postal specifications. For best performance, we recommend Pitney Bowes tape strips (see *Chapter 14, Supplies and Options* and page v for ordering information).

Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.

| **Inscription*** | **Meter Serial Number** | **Postage Value Applied** |

FIRST CLASS

Recycle

VOID

UNITED STATES POSTAGE

PITNEY BOWES

$ 000.00⁰

00 00

0000000000   JAN 00 0000

MAILED FROM ZIP CODE 00000

Envelope Ad   **Datamatrix Barcode**   **ZIP Code Origination**   **Date**
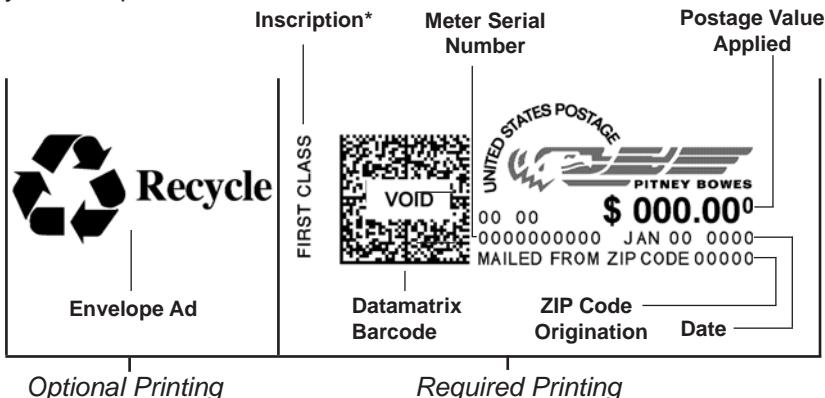
Optional Printing   *Required Printing*

*required only for certain classes of mail

What is IntelliLink™?

Your mailing system takes full advantage of IntelliLink™, your digital gateway to an entire suite of services and information that can move your mail more efficiently and enhance your business performance. IntelliLink™ technology gives you the ability to:

Add postage funds conveniently
You can add funds to your machine electronically via Pitney Bowes Postage By Phone® (requires analog phone line, a Windows PC with Internet connection, or a LAN Internet connection).

Download Postal Rate Updates
The latest postal rates can be downloaded precisely when you need them.

Use USPS® Confirmation Services
You can take advantage of special services offered by the USPS® such as Delivery Confirmation, Signature Confirmation, and Certified Mail if you have this optional feature.

Add Features On Demand
You can easily download envelope ads, postal inscriptions, and optional features such as departmental accounting.

Keep Your System Current
Electronic software download capability means you'll always have the latest version of your machine's operating system.

1 • Introduction

About Constant Connection

Constant Connection is an option that allows you to connect your machine to the Pitney Bowes Data Center via a LAN network that has Internet access. Internet connection is normally much quicker than using the analog phone line option to download postage and software updates to your machine. Constant Connection's high-speed connectivity eliminates the need for an analog line and provides faster transmission speed when connecting through your local network.

To use, plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the USB adapter which plugs into the USB port on the back of the machine (see also *Chapter 6, Adding Postage*).

You may leave this connected on a permanent basis; hence the name "constant connection".

About PC Meter Connect™

PC Meter Connect is another high-speed connectivity option that also eliminates the need for an analog line. Similar to Constant Connection, PC Meter Connect™ enables your meter to connect directly to your Windows PC and use your PC's Internet connection to connect to the Pitney Bowes Data Center for postage refills, software upgrades and USPS® rate changes..

The PC Meter Connect™ software installation CD and a USB cable are included in your starter kit. You simply load the software into a PC with an Internet connection (broadband, DSL, network, etc.) and connect the USB cable between your meter and a Windows PC. See also *Chapter 6, Adding Postage* for more information on using PC Meter Connect™.

Before installing the PC Meter Connect™ software, make sure your PC meets these minimum requirements:

- Windows® Vista, Windows XP, or Windows 2000 operating systems with the latest service packs
- 1.2 GHz processor
- 512 MB of RAM
- administrative rights to install software
- an Internet connection

Other Sources of Information

Other sources of information for your machine include:

- The *DM300c/DM400c Quick Reference Guide* has condensed versions of many of the topics covered in this book. You can normally store this handy guide in the storage slot in the stacker tray.
- The *Pitney Bowes Contact List* on page *v*, which provides helpful websites and phone numbers.

Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.

Important Safety Notes (cont'd)

- Keep your hands out of the ink cartridge refill holder.

- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.

- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.

- Use the equipment only for its intended purpose.

- Always follow the specific occupational safety and health standards prescribed for your workplace.

- Do not place lighted candles, cigarettes, cigars, etc., on the mailing machine.

- To prevent overheating, do not cover the vent openings.

- Use only Pitney Bowes approved ink, tape strips, and cleaners. Call the Pitney Bowes Supply Line™ to place orders. If you need Material Safety Data Sheets on the supplies for OSHA requirements, please contact your local Pitney Bowes branch. Refer to the *Contact Information List* at the front of this guide for more information.

CAUTION: In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. See the page *v* for contact information.

For California Customers Only: The battery in this product contains perchlorate material. California requires perchlorate-containing products to be accompanied by the following notice: Percholrate Material - special handling may apply. See: *http://www.dtsc.ca.gov/hazardouswaste/perchlorate/*

Important Telephone Safety Instructions

If the LAN Internet connection is not available, the machine connects directly to analog telephone lines. For your protection, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These safety precautions include:

> **WARNING:** To reduce the risk of fire, use only the 26 AWG telecommunication line cord supplied with your mailing machine.

- Never install telephone wiring during a lightning storm.
- Disconnect the system's telephone line during a lightning storm.
- Avoid using a telephone or equipment that connects to a telephone line during an electrical storm; there may be a remote risk of electrical shock from lightning.
- Do not use the telephone or equipment connected to the telephone to report a gas leak if the telephone is in the vicinity of the leak.
- Never install telephone jacks in wet locations.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

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2 • Getting to Know Your System
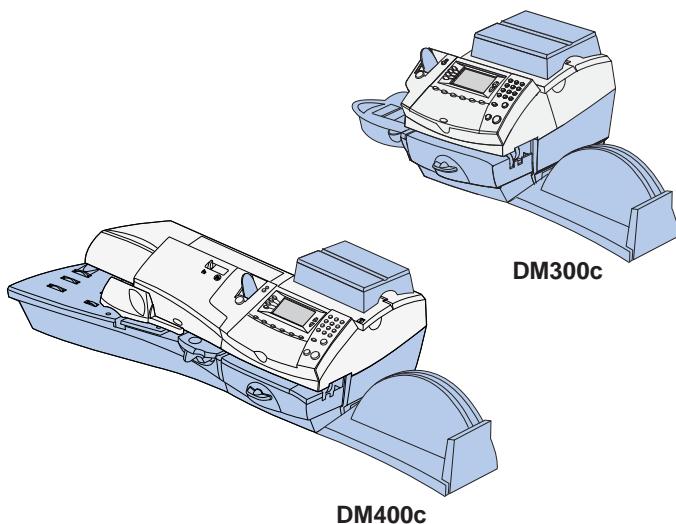
DM300c

DM400c

In this chapter you'll find out where everything is and what it does.

Parts of the Machine - DM300c
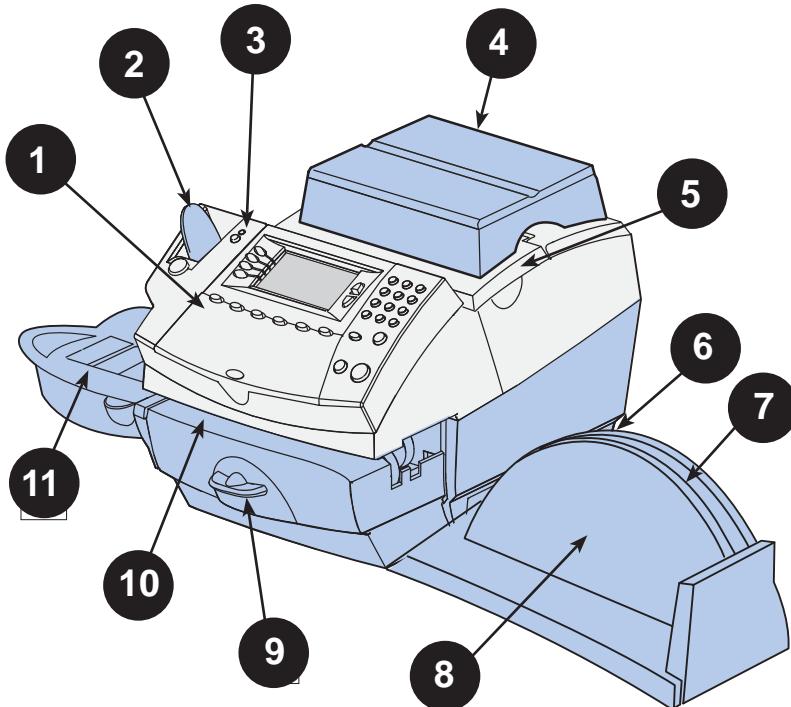
(shown with optional weighing platform)

Parts of the Machine - DM300c (cont'd)

Item	Part	Description
1	*Control Panel*	Allows you to enter and set up information on your machine (see next page for details)
2	*Tape Feeder*	Holds and feeds tape strips for printing
3	*LED*	Lights green when your system is on; lights orange when your system is in "sleep" mode
4	*Weighing Platform (optional)*	Allows you to weigh a mail piece (your system can then calculate postage based on the service selected)
5	*Ink Access Cover*	Opens up to allow replacement of the ink cartridge (see *Chapter 12, Maintenance*)
6	*Ink Waste Tank (partially hidden in figure)*	Prevents spillage of ink
7	*Storage Slot*	Allows you store the Quick Reference Guide, CD, etc. for easy access.
8	*Stacker Tray*	Allows the neat stacking of finished mail pieces
9	*Clearance Lever (two position)*	*Home* - printer rollers engaged for processing mail (normal) *Released* - printer rollers disengaged; lower portion of printer deck drops down so you can clear a stalled mail piece (*i*) **NOTE**: The machine won't process mail when the lever is left in the released position.
10	*Printer Deck*	Supports your envelope, post card or tape strip as it passes under the printer mechanism
11	*Moistener*	Applies sealing fluid to the envelope flap (you can seal envelopes or leave them unsealed, depending on how you feed them)

Parts of the Machine - DM400c

(shown with optional weighing platform)
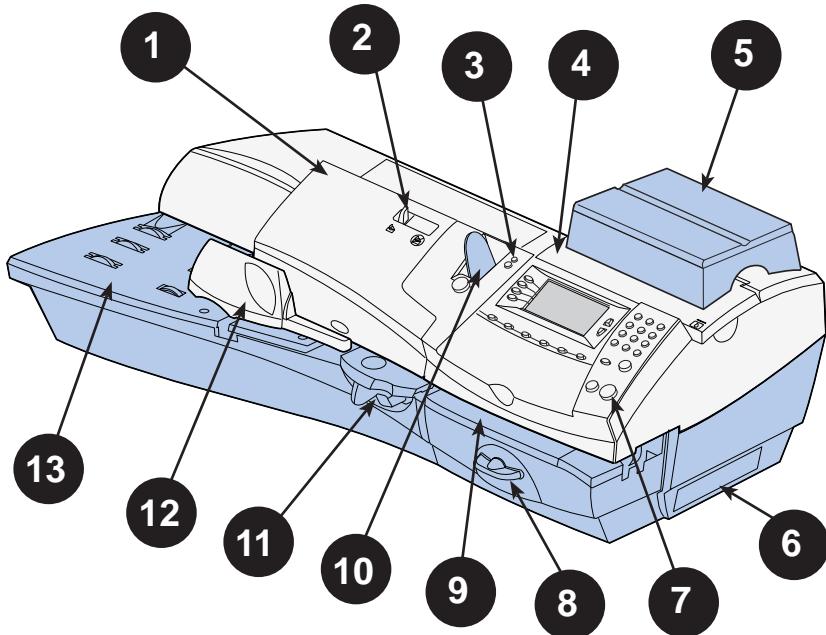
(shown with optional weighing platform)
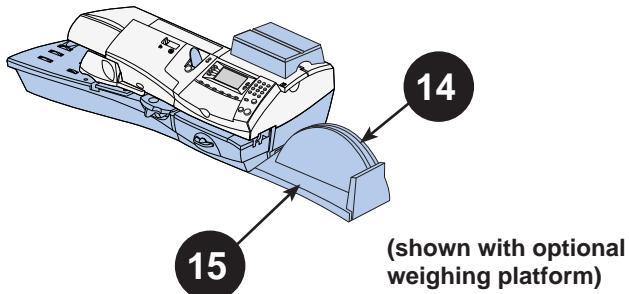
Parts of the Machine - DM400c (cont'd)

Item	Part	Description
1	*Feeder Access Cover*	Open this cover to access the moistener bottle
2	*Seal/No Seal Lever*	Allows you to turn envelope sealing on and off
3	*LED*	Lights green when your system is on; lights orange when your system is in "sleep" mode
4	*Ink Access Cover*	Opens up to allow replacement of the ink cartridge (see *Chapter 12, Maintenance*)
5	*Weighing Platform (optional)*	Allows you to weigh a mail piece (your system can then calculate postage based on the service selected)
6	*Ink Waste Tank*	Prevents spillage of ink
7	*Control Panel*	Allows you to enter and set up information on your machine (see next page for details)
8	*Clearance Lever (two position)*	*Home* - printer rollers engaged for processing mail (normal) *Released* - printer rollers disengaged; lower portion of printer deck drops down so you can clear a stalled mail piece ⓘ **NOTE:** The machine won't process mail when the lever is left in the released position.
9	*Printer Deck*	Supports your envelope, post card or tape strip as it passes under the printer mechanism
10	*Tape Feeder*	Holds and feeds tape strips for printing
11	*Moistener*	Applies sealing fluid to the envelope flap (you can seal envelopes or leave them unsealed, depending on the position of Seal/No Seal lever)
12	*Side Guide*	Reduces the skewing of pieces of mail as you feed them into the feeder.
13	*Feeder Deck*	Supports your envelope, post card or tape strip as it waits to be fed into the printer mechanism.
14	*Storage Slot*	Allows you store the Quick Reference Guide, CD, etc. for easy access.
15	*Stacker Tray*	Allows the neat stacking of finished mail pieces

Control Panel

Item	Part/Key	Description
1	*Tape Key*	Allows you to print tape strip(s)
2	*Lock/Power Key*	Allows you to power up or power down machine.
		If the lock code feature has been enabled, you can either power down the machine or put the machine into lock-down mode. In lock-down mode, access to the machine requires entering a four-digit lock code.
3	*Screen Selection Keys*	Allows you to select a line (one key for each line) on the operator display. Whenever the left arrow (◄) occupies the first position in one of the display lines, you may press the corresponding Screen Selection key to select that line.
4	*Operator Display*	Shows the current status of your system and prompts you through all operations
5	*Up/Down Arrows (Scroll Keys)*	Allows you to scroll up and down through menu choices (when lit, it indicates more choices)
6	*Alpha/Numeric and QWERTY Keypads*	Allows you to type in numbers and letters for account names, postage values, and other information

Control Panel (cont'd)

Item	Part/Key	Description
7	*Enter Key*	Allows you to accept an entry or choice.
8	*Start* and *Stop Keys*	Allow you to start/stop the mailing system when running envelopes
9	Feature Keys	Allows you quick access to the key features on the system. Pressing a Feature key takes you immediately to the top-level screen of the feature for that key.
	Home	Takes you back to the Home (date/postage) screen
	Normal Preset	Allows you to recall a frequently used, predefined setting (see *Chapter 5, Normal and Custom Presets*)
	Custom Preset	Allows you to select from up to 10 predefined settings (see *Chapter 5, Normal and Custom Presets)*
	Refill Postage	Allows you to transfer funds from your Postage by Phone account to your meter (see *Chapter 6, Adding Postage*)
	Funds	Allows you to check your postage funds and number of mail pieces processed (see *Chapter 6, Adding Postage*)
	Weigh/Rate	Allows you to weigh and calculate postage based on service selected (see *Chapter 3, Running Mail*)
	Menu	Allows you to access system setup information such as date, time, postage, accounts, passwords, etc. (see *Chapter 7, System Options*)
	IMPORTANT: When you press one of the Feature keys, any entry in the preceding screen is lost unless you have first pressed the **Enter** key to confirm the entry. For example, if you entered an account name on one screen and then immediately pressed another Feature key, the account name will not be recorded by the system.	

Connections on Back of Machine

Item	Part	Description
1	*Phone Jack*	Allows you to connect to an analog phone line via a standard RJ-11 phone plug (the same as a Fax machine) and connect to the Pitney Bowes Data Center to download postage and software updates (see also *Chapter 6, Adding Postage*).
2	*USB Ports*	Used to connect to: • an external printer to print report data • an external weighing platform (scale) • the Pitney Bowes Data Center via the Internet using either a USB network adapter (known as "Constant Connection") or a USB cable connected to a Windows PC that has Internet access (known as PC Meter Connect™"). See *Chapter 6, Adding Postage* for more information.
3	*Power Receptacle*	Connects to AC power cord (supplied)

3 • Running Mail

DM300c

DM400c
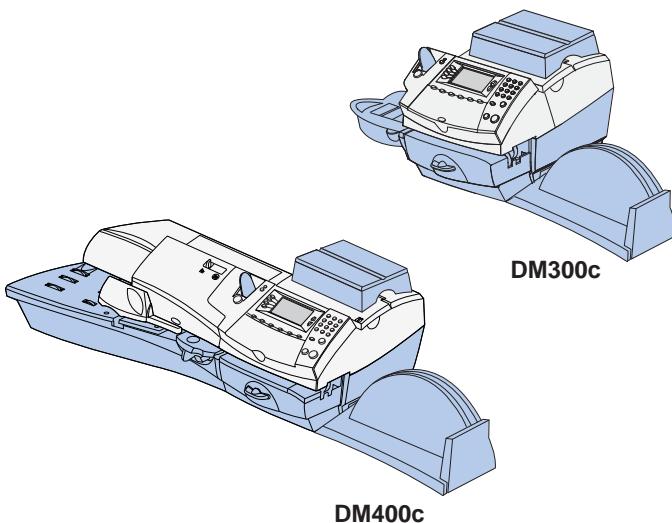
This chapter explains how to run mail, your printing options, and using the optional weighing platform.

Home Screen

When you power up your system, the Home screen appears on the operating display. If your system has been set up to require a Lock Code or password, you are prompted to enter it.

A typical Home screen is show below (your screen may vary slightly if you had not purchased the optional accounting feature or weighing platform):

Key In Postage	≡ $0.00 ≡
	Jun 05 2009
◄ ACCOUNT	: None
◄ CLASS	: None
◄ AD	: None
◄ INS	: None

The Up/Down arrow keys are lit up (green) when there are additional menu options.
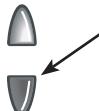
Checking Funds (Postage) Availability in Machine

It is a good idea to check the amount of funds (postage) in your meter before running your daily mail.

1. Press **Funds**.
2. View funds used and pieces processed.

Funds	
Available	: $204.94
Used	: $17.06
Total Pieces	: 130
Ctl Sum	: $222.00
More Options (Menu)	

3. Press the down arrow key to view additional information.

Funds	
Batch Value	: $ 11.65
Batch Count	: 3
More Options (Menu)	

Applying Postage

There are several ways you can apply postage using your mailing system:

- Key in the postage directly from the keyboard when you already know the amount
- Enter the weight of the mail piece manually and have the system calculate the postage amount using the system's internal rating feature
- Place the mail piece on the integrated weighing platform (if purchased) and have the system calculate the weight and then postage amount using the system's internal rating feature

Each method is described in its own section that follows.

NOTE 1: To apply postage for large pieces and parcels that can't be run through the machine, use the optional tape strips (see *Chapter 14, Supplies and Options* for ordering tape strips). Apply the postage tape strips on the mail piece or parcel in the proper location.

NOTE 2: The system allows you to enter either a ZIP Code or a Zone number for those USPS classes and services that require a destination entry (e.g. Priority class over 1 lb.). When prompted to enter a destination in these cases, you may either key in the one-digit Zone number (0-8) and select "This is Zone" or key in the 5-digit ZIP Code and select "This is a ZIP Code".

Applying Postage (cont'd)

Keying In the Postage Directly

1. From the Home screen, enter the postage using the numeric keys. You do not need to enter the decimal point.
2. Press **Enter** or select "Accept" to confirm the amount.

```
┌─────────────────────────────────────┐
│ Key In Postage          ≡$0.00≡      │
│                       Jun 05 2009    │
│                                      │
│ ◄ ACCOUNT      : None                │
│ ◄ CLASS        : None                │
│ ◄ AD           : None                │
│ ◄ INS          : None                │
│                                      │
└─────────────────────────────────────┘
```

Refer to *Using Envelopes to Print Digital Indicia* or *Using Tapes to Print Digital Indicia* in this chapter for information on the envelope feeding and tape strip printing options for your system.

Entering Weight Manually

This procedure is used when you already know the weight of a mail piece and you are not using the optional weighing platform.

1. Press **Weigh/Rate**.
2. Select "Enter Weight Manually".

```
┌─────────────────────────────────────┐
│            Manual Weight             │
│                                      │
│            Enter Pounds              │
│            ▬▬▬▬  lb 0.0 oz           │
│ ◄ Edit Ounces                        │
│ ◄ Accept                             │
│                                      │
└─────────────────────────────────────┘
```

3. Key in pounds.
4. If necessary, select "Edit Ounces", and then key in ounces.
5. Select "Accept".

Applying Postage (cont'd)

Using the Optional Weighing Platform

1. Make sure weighing platform is activated. See *Chapter 11, Scale Options* to turn your weighing platform on, if necessary.
2. Place mail piece on weighing platform (you will see "lb. and oz" under the "Scale" on the display). The weight of the mail piece will appear on the top-line of the display and valid classes and rates for this weight valid are displayed.

```
               Select Class
0 lb 0.5 oz
◄ 1st Class           :  $xx.xx
◄ Priority            :  $xx.xx
◄ Pkg Service
◄ Express
```
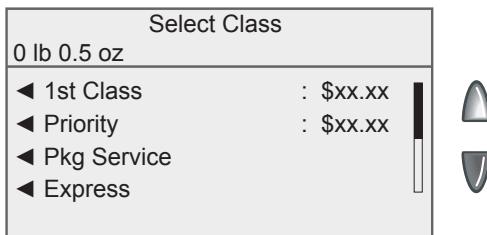
3. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional rates).

   (i) **NOTE**: If you are unsure if a particular class is valid for your mail piece, call your local post office or visit **www.USPS.com.**

4. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen is usually "Services" which lists special services such as COD and Insurance.

```
1st Class                    $0.44
Select Extra Services
◄ Insurance
◄ COD
◄ E-Certified         :  $xx.xx
◄ Certified           :  $xx.xx
               Done [Enter]
```
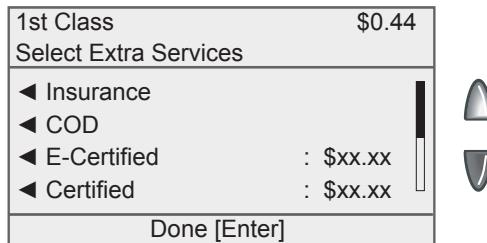
5. Press **Enter** when finished selecting all the class options and fees.

Refer to *Using Envelopes to Print Digital Indicia* or *Using Tapes to Print Digital Indicia* in this chapter for information on the envelope feeding and tape strip printing options for your system.

Processing Letter Mail

Manually Feeding Envelopes (DM300c)

1. If using the moistener, place flap along moistener and move towards the right.
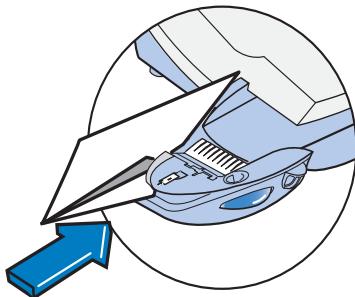
2. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope.

Registration Wall
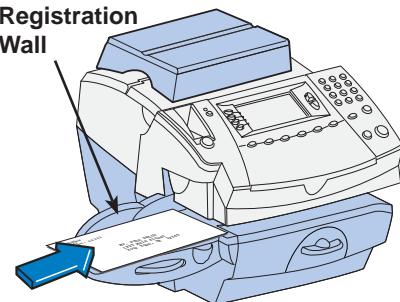
Processing Letter Mail (cont'd)

Automatically Feeding Envelopes (DM400c)

1. Tap lead edges and top edges of envelopes on table.
2. Shingle envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes should be the same size.

3. Load envelopes onto the feeder with the flaps down and facing the rear wall. Mail must contact the feed rollers.
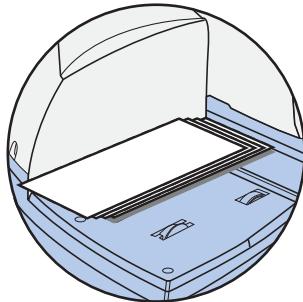
4. Slide the side guide up to the envelopes. Leave space (about the thickness of a dime) between the side guide and the envelopes to ensure feeding is not restricted.

Start key

Side Guide
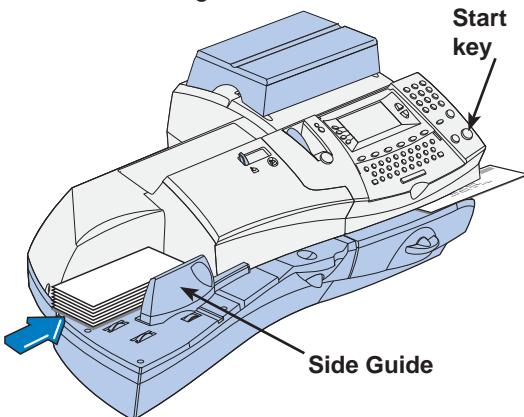
5. Press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.

Processing Flats, Packages, or Non-Letter Mail

If your mail piece is too thick to pass through the feeder (non-Letter size), you can use a tape strip to print the indicia on, then apply it to your mail piece.

Printing a Single Tape Strip

1. Push the tape lever to the right and drop tapes down into the slot.

    ⓘ **NOTE**: The printable side of the tape should be facing towards the control panel display (to the right).
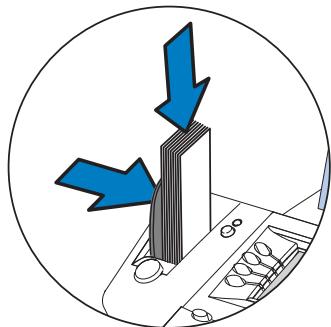
2. Press **Tape** when ready to print. By default, a single tape will be printed.

Printing Multiple Tape Strips

ⓘ **NOTE**: Ensure the system is configured to print multiple tapes. Refer to *Chapter 7, System Options, "*Configuring the Tape Button" for more information.

*   If the system is ready to print postage and on the Home screen, simply type in number of tapes you wish to print and press **Tape** OR

*   Press **Tape**. You will be prompted to enter the tape quantity. Press Start to begin printing tapes.

Selecting an Account to Track Postage

You can select an account to track postage if one of the optional departmental accounting features is turned on. See *Chapter 8, Standard Accounting Option*, for additional information.

1. From Home screen, press the selection key next to Account. The "Select Account" screen displays

```
        Select Account
        Current:  None

  ✓  None                    0
  ◄  Sales                   1
  ◄  Engineering             2
  ◄  Marketing               3
  _____      (Use Keypad)
```

2. Press the down arrow key to see more choices (if lit). To select an account:
   A. You may either key in the first digit of the account number if you know it and press **Enter**, OR
   B. Use the appropriate selection key next to the display.

3. If a password has been assigned to this account, you will be prompted to enter one. Key in the four-digit password if necessary.

4. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
  Key In Postage        ☰$0.44☰
                        Jun 05 2009

  ◄ Account      : Sales
  ◄ Class        : None
  ◄ Ad           : None
  ◄ Inscrip.     : None
```

Using Differential Weighing

Differential Weighing is an optional feature that allows you to place all your mixed weight mail on the scale and have the system automatically calculate the correct weight as you remove each mail piece. It is a fast and convenient method for processing mixed weight, but same class mail.

1. Select the Account (if applicable), the Class and any other options desired for these mail pieces.

    ⓘ *NOTE:* If you are unsure if a particular class is valid for your mail piece, call your local post office or visit **www.USPS.com.**

2. Press **Enter** (for "Done") when finished entering all the options and fees.

3. Press **Weigh/Rate**.

4. Select "Differential Weighing".

```
┌─────────────────────────────────┐
│          Weight/Rate            │
│      Current:  0lb 0.0oz        │
│                                 │
│  ◄ Zero the Scale               │  ▲
│  ◄ Rate the Mail on Scale       │
│  ◄ Enter Weight Manually        │  ▼
│  ◄ Differential Weighing        │
│                                 │
└─────────────────────────────────┘
```
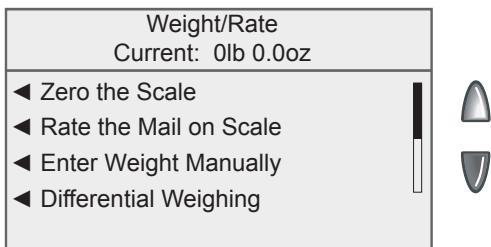
5. At the "Start Differential Weighing" screen, place the items on the scale.

```
┌─────────────────────────────────┐
│       Start Differential        │
│           Weighing              │
│ Place all mail on scale.        │
│                                 │
│                                 │
│  ◄ Exit Diff. Weighing          │
│                                 │
└─────────────────────────────────┘
```
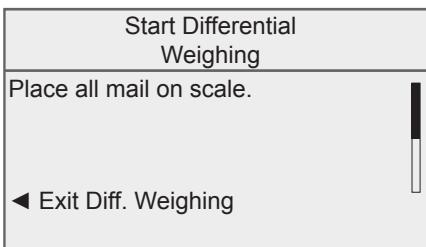
Using Differential Weighing (cont'd)

6. The total weight of the mail peices are displayed. As prompted, remove one item from the scale.

```
        Remove One Mail Piece
          From the Scale
Total weight: 0lb 2.oz


◄ Exit Diff. Weighing
```
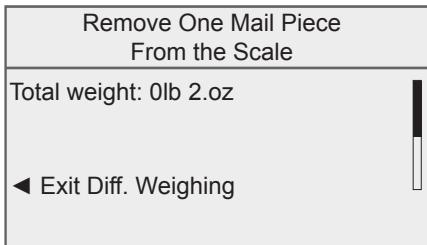
7. A ready to print postage screen displays, which includes the class and other settings you've chosen and weight of the item removed.

```
Diff. Weight            ≡$0.61≡
0lb 2.0 oz              Jun 05 2009
◄ ACCOUNT      : Sales
◄ CLASS        : 1st Cl ltr
◄ AD           : None
◄ INS          : None
```
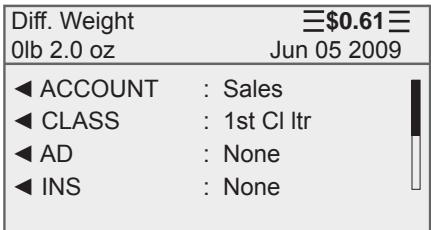
8. Remove the top item from the stack and:

    DM300c - If using the moistener, place flap along moistener and move towards the right.

    DM400c - Load the envelope onto the feeder with the flap down and facing the rear wall.

9. DM300c - Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope.

    DM400c - Slide the side guide up to the envelope. Leave space (about the thickness of a dime) between the side guide and the envelope to ensure feeding is not restricted. Press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.

10. The same screen from Step 6 appears.

    Repeat steps 6 -10 for each item that needs postage.

Using Differential Weighing (cont'd)

11. When you have removed the last item from the scale, the "Last Item" screen displays.

Last Item
Print postage for last item removed? ◄ Yes ◄ No, Do not print
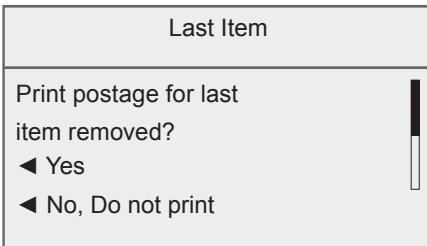
Select "Yes" to rate the item or "No, Do not print".

12. The same screen from Step 5 appears.
    Select "Exit" to leave the Differential Weighing mode
    OR
    Place additional items on the scale and repeat steps 6 -10 for each item that needs postage.

Checking and Clearing the Batch Count

Your system has the ability to keep track of batches of mail if desired. You may use this feature to track the amount of mail going out per day, per week, per month, etc. The system stores the postage value and piece count information in a "batch register". You can view and print the batch register values at any time. You can also clear/ reset the batch register to zero when necessary.

Viewing (Checking) the Batch Count

1. Press **Funds**.
2. Press the green down arrow key to scroll through the menu and view the Batch Count information. (Batch Count is the last item in the Funds menu list.)

Funds	
Batch Value	: $ 11.65
Batch Count	: 3
Funds Options (Menu)	

3. Press **Home** to return to the Home screen.

Checking and Clearing the Batch Count (cont'd)

Printing the Batch Count

1. Press **Funds**.
2. Press **Menu** and select "Print Funds Report".
3. When prompted either:
   - *Insert an envelope (DM300c):* Place the envelope up against the back wall of the system and slide it to the right until the system grasps it.
   - *Automatically feed an envelope (DM400c):* Load envelope onto the feeder and press **Start**.
   - Press the **Tape** button.

   The Funds Reports is printed (see sample below) and the envelope/tape strip is ejected.
4. Press **Home** to return to the Home screen.

Funds Report		
		JUN 05 09
		4: 13P
Used: $065.390		
Available: $10333.610	**Batch Count: 1**	
Total Pieces: 6765	**Batch Value: $000.000**	
Control Sum: $10399.000	**PBP Serial Number: 8030397**	

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Checking and Clearing the Batch Count (cont'd)

Clearing the Batch Count

IMPORTANT: Make sure you really want to clear the batch count; once you do, you can't restore the data.

1. Press **Funds**.
2. Press **Menu** and select "Clear Batch Value".
3. At the Confirm Clear prompt, select "Yes, Clear Value" to confirm. The batch value and batch piece registers return to zero.
4. Press **Home** to return to the Home screen.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

4 • Printing Options

DM300c

DM400c
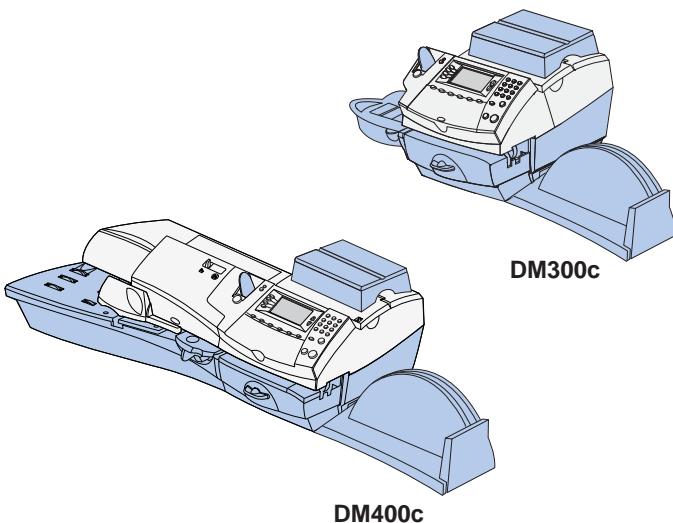
This chapter explains your printing options for incoming and outgoing mail.

Printing Options Overview

There are various printing options available when processing mail through the system. You can:

- Seal the envelope without printing the meter stamp.
- Print the date and time, an advertisement, or text on mail.
- Set or advance the date.
- Omit day or date when printing an indicia.
- Adjust the horizontal print position of the indicia on the mail.
- Print/download a postal inscription.
- Print/download an envelope advertisement

Many of these settings are available by pressing **Menu** and selecting "Printing Options" (see below).
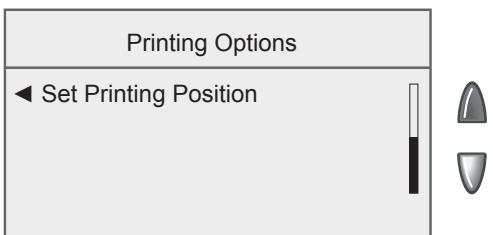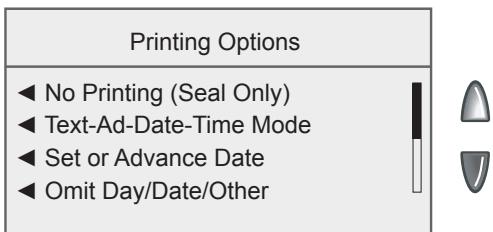
Printing Options
◄ No Printing (Seal Only)
◄ Text-Ad-Date-Time Mode
◄ Set or Advance Date
◄ Omit Day/Date/Other

Printing Options
◄ Set Printing Position

Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.

Inscription*   Meter Serial Number   Postage Value Applied

Envelope Ad   Datamatrix Barcode   ZIP Code Origination   Date

Optional Printing   *Required Printing*
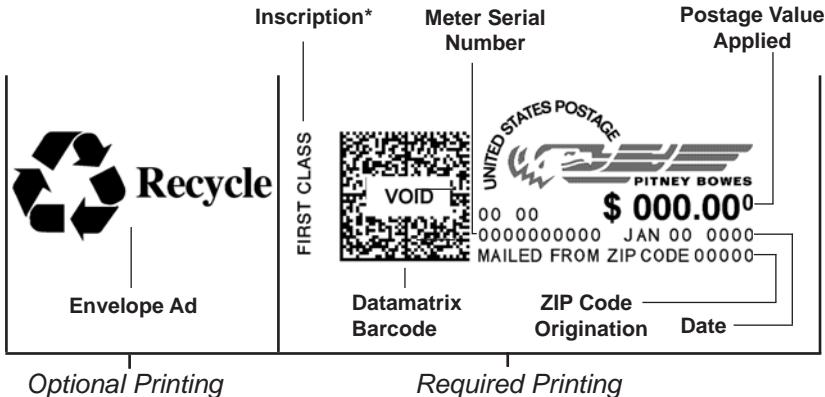
*required only for certain classes of mail

Printing a $0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a $0.00 meter stamp for this purpose. At the Home screen, simply press **Zero**, then press **Enter**, and slide an envelope (or tape strip) through the machine.

Auto-Advance of Printed Date for the Meter Stamp

The system is set from the factory to automatically advance the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM. However, you may change the time of day when the auto-advance of the date occurs (see *Chapter 7, System Options* for more information).

Manually Changing Printed Date for the Meter Stamp

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

> **IMPORTANT:**
> - Changing the printed date does not change the meter's internally held date.
> - You can always return the printed date to the current date.
> - You cannot change the printed date to a date earlier than the meter's internally held date (in an effort to "backdate" the mail).
> - Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp*.

1. Press **Menu**.
2. Select "Printing Options".
3. Select "Set or Advance Date". The system displays the current date in MMM DD YY format. You may either:
   - Select "Set to today's date". You will be returned to the Home screen with the current (today's) date set.
   - Select "Advance one day" to advance date one day for each pressing of the key.
   - Select "Specify days to advance" and key in a number (from 1-30) representing the number of days you want to advance the date, then select "Accept".
4. Select "Continue". The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Menu,** select "Printing Options", and then "Set to todays date".

Sealing Envelopes without Printing a Meter Stamp

DM300c Only

You can use your DM300c as an envelope sealer to seal pre-addressed envelopes without printing a meter stamp.

1. Press **Menu**.
2. Select "Printing Options."
3. Select "No Printing (Seal Only)."

4. Place flap along moistener and move towards the right.
5. Slide the envelope to the right until the system takes hold of it. The system seals and ejects the piece.
6. Select "Return to Normal Mode" when finished to return you to the Home screen.
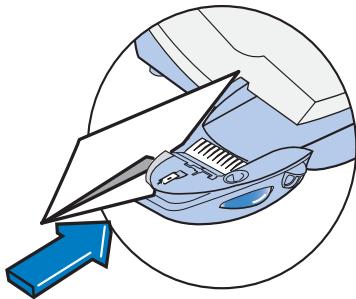
DM400c Only

You can set up your mailing system to seal envelopes without printing a digital indicia on them.

1. Press **Menu**.
2. Select "Printing Options."
3. Select "No Printing (Seal Only)."
4. Load unsealed envelopes onto the feeder and press **Start**.

Printing the Date and Time, Ad or Text (no meter stamp)

You may want to use this feature to time-stamp incoming mail or sensitive documents, or to include an ad or text to outgoing letters already having a meter stamp.

1. Press **Menu**.
2. Select "Printing Options."
3. Select "Text-Ad-Date-Time Mode."

```
          When Ready Insert
        Envelope or Press Tape
  ◄ Date-Time    : Print
  ◄ Ad           : None
  ◄ Text         : None
  ◄ Return to Normal Mode
```

Text-Ad-Date-Time screen on Manual Feed System

- *Date-Time* -This option allows you to toggle between "Print" and "Do Not Print."
- *Ad* - This option allows you to select an advertisement to print on the envelope/tape.
- *Text* - This option allows you to select a preconfigured text message to print on the envelope/tape. Refer to *Chapter 10, Text Messages* for more information about configuring text messages.

4. *To manually feed envelopes (DM300c):* Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope.

   To automatically feed envelopes (DM400c): Load envelopes onto the feeder and press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.

   To print tapes: Press **Tape**. Enter the number of tapes and press **Start**.

   ⓘ **NOTE**: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.

5. Select "Return to Normal Mode" when finished to return to the Home screen.

Omitting/Restoring Day or Date on the Meter Stamp

For most mailings, you normally print the date as part of the meter stamp. However, for certain classes of mail, you may want to turn off the date. Call your local post office or visit **www.USPS.com** for further information.

1. Press **Menu**.
2. Select "Printing Options".
3. Select "Omit Day/Date/Other".
4. Select either "Omit Date" or "Omit Day" to toggle between "Yes" and "No".

Omit Day/Date		
◄ Omit Date	:	No
◄ Omit Day	:	No
Done [Enter]		

ⓘ **NOTE**: An option that is set to "Yes" will not be printed. You can elect to omit either the day or date, but not both.

5. Press **Enter**. You will return to the Home Screen.

Adjusting Horizontal Print Position of Indicia

You may need to adjust slightly the left/right print position of the indicia on a mail piece.

1. Press **Menu**.
2. Select "Printing Options".
3. If necessary, press the green down arrow key to scroll through the menu screens. Select "Set Printing Position."

Horizontal Printing Position
Distance from right edge
5_
(5 - 25 mm)
◄ Accept

4. Key in the print distance from the right edge of the envelope to the indicia (from 5-25 mm).
5. Select "Accept" or press **Enter** to return to the Home screen.

Adding/Removing a Postal Inscription to Meter Stamp

IMPORTANT:
The postal inscription that prints on the meter stamp is a separate
setting from the postal class you have chosen to rate your mail
piece. The two normally should match for your mail piece. However,
changing one on your meter does NOT automatically change the
other. You need to change each in their separate settings (see
Chapter 3, Running Mailing for changing the postal class for rating).

1. From Home screen, select "Inscrip."

Select Inscription	
Current: None	
✓ None	0
◄ First Class	1
◄ Presort 1st Cl	2
◄ Non Profit Org	3
___	(Use Keypad)
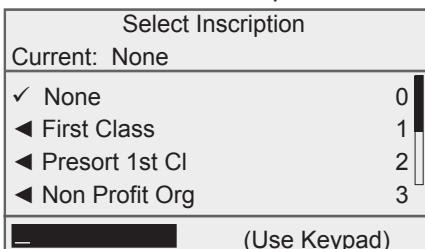
2. The "Select Inscription" screen displays. You may either:
   A. Key in the inscription number and then press **Enter** to select
      the inscription.
   B. Scroll through inscriptions and then select the inscription.
3. You return to the Home screen with the name of the inscription listed.

Downloading a Postal Inscription into Your Machine
Your system comes pre-loaded with certain postal inscriptions. If you
want another postal inscription, contact Pitney Bowes (see page *v*).
Inscriptions can be purchased and downloaded directly into your meter.

(i) **NOTE**: Your inscription must be purchased and the machine must be
connected to Pitney Bowes Data Center for this download procedure:

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through
   the menu screens.
3. Select "Data Center Options".
4. Select "Check for Updates". The system automatically dials in to
   the center.
5. After connection is made, follow the prompts. The appropriate
   files are downloaded and you return to the Home screen.

Adding/Removing an Envelope Ad to the Meter Stamp

1. From Home screen, select "Ad".

```
        Select AD
      Current:  None
  ✓ None                 0
  ◄ Addr SV Request      1
  ◄ Return Request       2
  ◄ Seasons Greetings    3
  _                (Use Keypad)
```
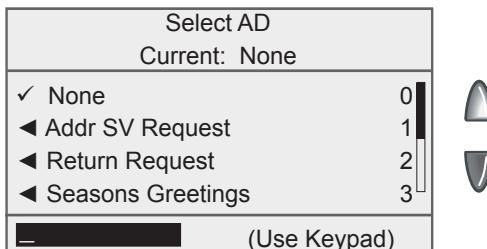
2. The "Select Ad" screen displays. You may either:
    A. Key in the Ad number and then press **Enter** to select the ad.
    B. Scroll through ads and then select the ad.
3. You return to the Home screen with the name of the account listed.

Downloading an Envelope Ad into Your Machine

Your system comes pre-loaded with several envelope ads. If you want another envelope ad, contact Pitney Bowes (see page *v*). Ready-made items can be purchased and downloaded directly into your meter. We can also work with you to create custom ads.

ⓘ *NOTE:* Your ad must be purchased and the machine must be connected to Pitney Bowes Data Center for this download procedure.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Check for Updates". The system automatically dials in to the center.
5. After connection is made, follow the prompts. The appropriate files are downloaded and you return to the Home screen.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

5 • Normal and Custom Presets

DM300c

DM400c
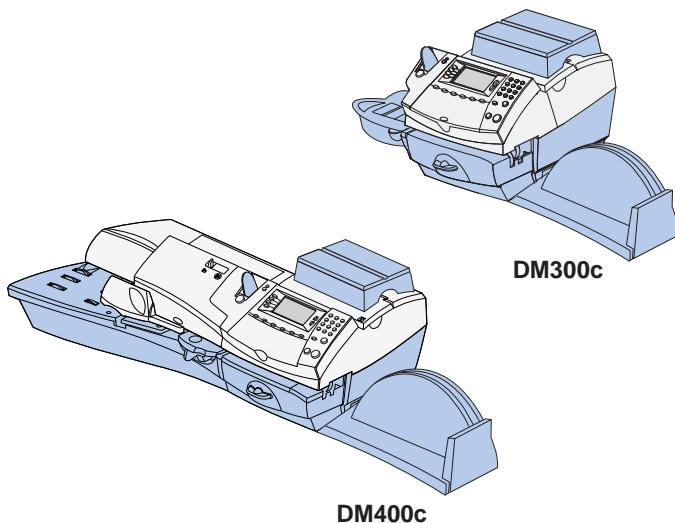
This chapter discusses the Normal and Custom Presets feature available on your machine.

What is a Preset?

A preset is very similar to a "shortcut" on your computer. It recalls a setting that already contains the postage class, the postage value, fees for special service such as Delivery Confirmation, and possibly other values.

Your machine has two types of presets, Normal and Custom; and they actually work the same way. The Normal Preset is simply the "most frequently used" preset, and contains the values that always appear on your machine when it is first powered on or after it awakens from a "sleep" mode. Generally, Custom Presets contain more postal parameters than the Normal Preset, and are used less frequently.

Why Should I Use Presets?

Presets save you time. You don't have to concern yourself with individually selecting the class, special services, etc. – all that information is automatically contained in the preset.

The Normal preset is generally set to the most commonly printed postage value you use in your home or office. Many of our customers choose to set the Normal preset for First Class Letter, since that is the cost of mailing a 1-ounce, First Class letter.

Why Should I Always Include a USPS® "Class" in my Preset?

The advantage of including a Class as part of your Preset is that anytime there is a USPS® rate change, when you download the new rates into your meter, your Preset will automatically be updated with the new rate, if applicable. If there is no Class associated with your Preset, the system has now way of knowing which value to update.

For example, if you define your Normal Preset to be just a value (e.g. $0.42) but no class, your machine has no way of updating this value when new rates become effective. In this scenario, it is your responsibility to manually update your preset (e.g,. from $0.42 to $0.44) when the rates change. By using a class in the Preset, however, you can avoid potentially incorrect values being applied to your mail that may result in mail being returned to you by the USPS®.

Normal Preset

Normal Preset comes pre-configured. You can change these settings by re-defining new values (vs. editing existing values) by following the procedure below.

> **IMPORTANT:**
> - You cannot delete the Normal Preset, but you can define new values for the Normal Preset based on the current condition of the machine.
> - The Normal preset displays after you turn on your machine or after you activate the machine from "sleep" mode.
> - When a rate change become effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

Selecting the Normal Preset

To select the Normal Preset, press **Normal Preset**.

Defining New Values for the Normal Preset

To define new settings (change the settings) for the Normal Preset:

1. Establish the proper settings on the machine (such as 1st Class letter, No Ad, etc.) that you want the preset to contain.
2. Press **Menu**.
3. Press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Select "Set Normal Preset". The Confirm Current Settings screen displays.
6. You will be prompted if all current settings are correct.
   A. If you select "Yes" the new settings are saved and you return to the preset options screen.
   B. If you select "Not Sure, View Settings", the system will display the preset name and the current settings. Press the down arrow key to see the remainder of the defined settings.

   (i) **NOTE***:* The values that display will vary, depending upon the settings you have established on the machine. The Account field is not displayed for the Normal Preset.

Normal Preset (cont'd)

Defining New Values for the Normal Preset (continued)

```
┌─────────────────────────────────────┐
│            View Settings             │
│       Preset:  Normal Preset         │
├─────────────────────────────────────┤
│ Postage          :  $  0.00          │
│ Class            :  None             │
│ ZIP/Zone         :  None             │
│ Fees             :  $  0.00          │
├─────────────────────────────────────┤
│     Select This Preset [Enter]       │
└─────────────────────────────────────┘
```

```
┌─────────────────────────────────────┐
│            View Settings             │
│       Preset:  Normal Preset         │
├─────────────────────────────────────┤
│ AD               :  None             │
│ INS              :  None             │
│ Text Msg         :  None             │
│ Date             :     ON            │
├─────────────────────────────────────┤
│     Select This Preset [Enter]       │
└─────────────────────────────────────┘
```

```
┌─────────────────────────────────────┐
│            View Settings             │
│       Preset:  Normal Preset         │
├─────────────────────────────────────┤
│ Hor. Pos         :       9           │
│ Weight           :  None             │
│ Mode             :  Key In           │
├─────────────────────────────────────┤
│     Select This Preset [Enter]       │
└─────────────────────────────────────┘
```

7. Press **Enter** when done viewing the preset settings:
    A. If you want to use the preset as is, select "Yes".
    B. If you do not want to use the preset as is, select "Exit" to return to the "Preset Options" screen.
8. Press **Home** to return to the Home screen.

Custom Presets

You have the option of viewing, editing the name of, overwriting (save new settings for), or deleting a Custom Preset as necessary.

IMPORTANT:
When a rate change becomes effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

Selecting Custom Presets

1. Press **Custom Presets**.
2. The display lists all presets created on your system. Press the down arrow key to see additional choices (if available).
3. Select the preset you want to use. You return to the Home screen with the preset settings chosen.

Viewing a Custom Preset

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Select "View Preset Settings". The display lists all presets.
5. Select the preset you want to view. The first screen of defined settings for the Custom Preset is listed. Press the down arrow key to see the remainder of the defined settings.
6. Press **Enter** when done viewing the preset settings.

Custom Presets (cont'd)

Defining Custom Presets

To define (create) a new Custom Preset:

1. Establish the proper settings on the machine (such as No Ad, a class, a specific departmental account, etc.) that you want the preset to contain.
2. Press **Menu**.
3. Press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Select "Create New Custom Preset". The system will prompt for the name of this preset. Type in a name for the preset. It can be up to 16 alpha/numeric characters long. When finished, select "Accept".
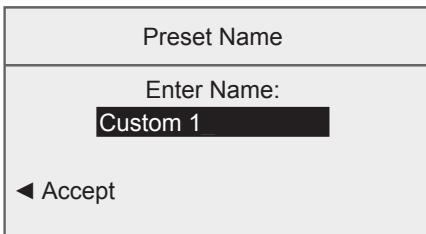
> Preset Name
>
> Enter Name:
> Custom 1
>
> ◀ Accept

6. You will be prompted if all current settings are correct.
   A. If you select "Yes" the new settings are saved and you return to the preset options screen.
   B. If you select "Not Sure, View Settings", the system will display the preset name and the current settings. Press the down arrow key to see the remainder of the defined settings.

Custom Presets (cont'd)

Defining Custom Presets (continued)

```
               View Settings
          Preset:  Custom 1 Preset
Postage            :  $   0.00
Class              :  None
ZIP/Zone           :  None
Fees               :  $   0.00
          Select This Preset [Enter]
```

```
               View Settings
          Preset:  Custom 1 Preset
AD                 :  None
INS                :  None
Text Msg           :  None
Date               :    ON
          Select This Preset [Enter]
```

```
               View Settings
          Preset:  Custom 1 Preset
Account            :
Hor. Pos           :      9
Weight             :  None
Mode               :  Key In
          Select This Preset [Enter]
```

7. Press **Enter** when done viewing the preset settings:
   A. If you want to use the preset as is, select "Yes".
   B. If you do not want to use the preset as is, select "Exit" to return to the "Preset Options" screen.
8. Press **Home** to return to the Home screen.

Custom Presets (cont'd)

Editing a Custom Preset Name

You may change the name of a preset if you want.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Select "Edit Preset Name".
5. The display lists all the Custom Presets. Select the preset you want to edit.
6. The system will prompt for the new name of this preset. Key in the new name for this preset. It can be up to 16 alpha/numeric characters long.
7. When finished, select "Accept". You return to the Preset Options menu.
8. Press **Home** to return to the Home screen.

Overwriting (Save New Settings for) a Custom Preset

Overwriting a preset allows you to save new settings to an existing Custom Preset.

IMPORTANT: Once you overwrite a preset, its values are gone. You can't recover an overwritten preset.

1. Establish the proper settings on the machine (such as No Ad, $.44 postage, a specific departmental account, etc.) that you want the preset to contain.
2. Press **Menu**.
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Press the down arrow key and select "Overwrite Preset". The display lists all presets.
6. Select the preset you want to overwrite.
7. At the "Confirm Current Selections" screen, select "Yes". The preset is overwritten with the new settings. You return to the Preset Options menu.
8. Press **Home** to return to the Home screen.

Custom Presets (cont'd)

Deleting a Custom Preset

Deleting a preset removes all the settings assigned to it and removes it from the Presets Menu.

> **IMPORTANT:** Once you deleted a preset, its values are gone. You can't recover a deleted preset.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Press the down arrow key and select "Delete Presets". The display lists all presets.
5. Select the preset you want to delete.
6. At the "Confirm Delete" screen, select "Yes, Delete"**.** The preset is deleted. You return to the Preset Options menu.
7. Press **Home** to return to the Home screen.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

6 • Adding Postage/ Connecting to Data Center

DM300c

DM400c
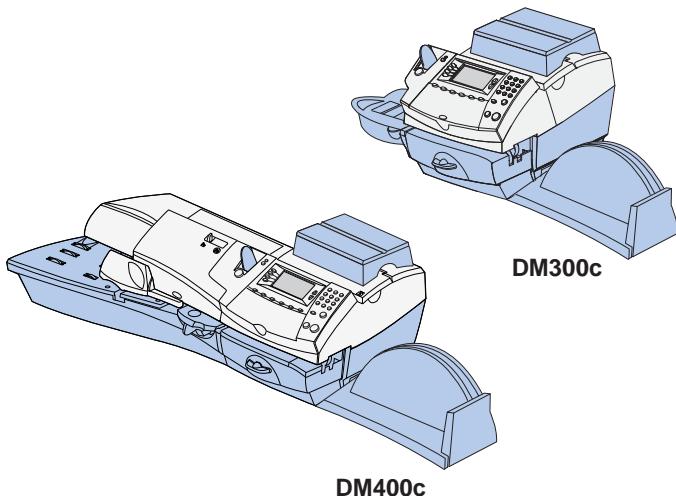
This chapter explains how to add postage to your system using Pitney Bowes' Postage By Phone® service and connecting to the Pitney Bowes Data Center.

Postage and Your Machine

Postage is stored internally in your meter. When you need to add more, you simply establish communications between your meter and the Pitney Bowes Data Center, and specify the amount of postage you wish to download. The postage is electronically transferred to your meter from your Pitney Bowes Postage By Phone® meter payment account.

You must establish a Pitney Bowes Postage By Phone® meter payment account and have funds available in it before you can download the funds (for postage) to your meter. There are several ways you can arrange to have funds put in your Postage By Phone® meter payment account (send in a check, direct withdrawal, establish credit, etc.). See the *Pitney Bowes Contact List* on page *v* to call for further information.

Establishing Communications Between Your Machine and the Pitney Bowes Data Center

You can establish communications between your meter and the Pitney Bowes Data Center in three ways:

*   Connect your machine to a LAN network that has Internet access. This is known as "Constant Connection" (see page 6-6).
*   Install the PC Meter Connect™ software on a Windows PC that has Internet access and connect a USB cable between your meter and the PC (see page 6-7).
*   Connect the meter to an analog phone line (Fax line) if you do not have Internet access via a LAN network or a PC (see page 6-9).

    (i) *NOTE:* Postage refills, software upgrades and rates downloads will typically be much faster using an Internet connection.

IMPORTANT:
For printing postage, the meter does not have to be connected to the Pitney Bowes Data Center. However, we recommended you keep your meter in a "ready-to-connect" state to the Pitney Bowes Data Center on a permanent basis (using on any of the above connection methods).

Downloads from the Data Center to Your Machine

When you connect to the Pitney Bowes Data Center to add postage or perform other transactions, the Data Center may activate other downloads while the machine is connected. If some type of software/ postal update or download is available, a message stating so displays.

- If a download is not mandatory, you will be prompted with either "Get Update now" or "Skip; Get later". Select the one that makes sense to you at that time.
- If a download is mandatory, only "Get Update now" displays and you must perform the download.

After the download has completed, a message stating so displays.

- If you need to reboot the system, the prompt "Restart now" displays. Select this to restart the system.
- If no rebooting is necessary, simply select "Continue" to return to the Home screen.

IMPORTANT:
You should not remove power or analog/Internet connection to the Pitney Bowes Data Center during a software upgrade or rates download.

Wait until the meter has finished processing before disconnecting the meter. You will know this has occurred when the meter's Home screen showing postage and date displays.

The following downloads/activities may occur when your system is connected to the Pitney Bowes Data Center:

System/Software Update
If there has been an important update to the software that runs your system, you will be notified that a required update is necessary.

Envelope Ads/Postal Inscriptions
If you ordered new envelope advertisements or postal inscriptions, you will be notified that you can perform a download to obtain these.

Downloads from the Data Center to Your Machine (cont'd)

Upload Pending Electronic USPS® Confirmation Service Records

If you are using the optional USPS® Confirmation Services feature, your services records can be uploaded to USPS® for processing. See Pitney Bowes publication SV61156 for more information on this optional feature. Visit our website (see page *v)* and enter *"SV61156"* in the search box on the home page to locate and view this document.

Postal/ZIP Code Update

If the Postal Code on record at the Pitney Bowes Data Center does not match the Postal/ZIP Code of your system, the code will be downloaded into your system. (When a system is moved to a new Postal Code, the Data Center enters the new code into the record. The system is updated when a connection is made to the Data Center.)

Postal Inspection

The USPS® requires a postal inspection of your machine every 120 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Center to check your Postage By Phone® meter payment account balance or to add postage to your meter.

ⓘ **NOTE***:* If the interval between inspections is more than 90 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 120 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

- Follow the prompts on the "Inspection Due" screen, or
- Press **Refill Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).

Downloads from the Data Center to Your Machine (cont'd)

Postal Rate Update

Postal rates change periodically by the USPS®. If new rates are available, you can download them quickly and easily directly from the Pitney Bowes Data Center. The new rates are normally available for download at least seven days before the effective date.

The display tells you when a Rate Change update is complete. It also tells you if the update is immediate or takes effect at a later date by listing the new date. Once the effective date has been reached, the system automatically switches to the new rates.

(i) **NOTE**: If you decide to take the update and the rates go into effect in the future, you will not be printing postage at the new rates until the effective date is reached.

If the rate for a First Class letter has changed and is effective immediately, a screen displays showing the present preset postage and asks you if you want to reset the normal preset postage. Press **Enter.** A screen displays for you to enter the new rate.

(i) **NOTE**: When a Rate Change update takes place it may also affect other presets you have set in your mailing machine. You must check all your presets to insure that they conform to the new rates. See *Chapter 5, Normal and Custom Presets* for instructions on changing preset values.

As part of downloading the new rates, we recommend that you print the last rates update report (see figure below) when prompted.

Last Rates Update				
System will begin using new rates on the date effective.				
Description	**Version**	**Effective**	**Meter No.:**	3231234
Zip/Zone	C .01	DEC 06 07		**Page** 1 **of** 1
US Rates	F .02	MAY 12 08		
Downloaded: SEP 10 08 11:59A			**Printed:** SEP 10 08 12:05P	

Description – the specific type of rate that is affected

Version – the alpha-numeric identifier used for this rate

Effective Date – the date the new rate takes effect

Meter No. – the serial number of this meter

Downloaded – the date and time the new rates were downloaded into the machine

Printed – the date and time this report was printed

Using a LAN Network (Constant Connection) to Establish Communications with the Data Center

Constant Connection is a feature that allows you to connect your system to the Pitney Bowes Data Center via a LAN network that has Internet access. Internet connection is normally much quicker than using the analog phone line option to download postage and software updates to your machine.

To use, plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the USB adapter which plugs into the USB port on the back of the machine (see figure below).

You may leave this connected on a permanent basis; hence the name "constant connection".

USB network adapter plugs in here.

LAN Internet Cable
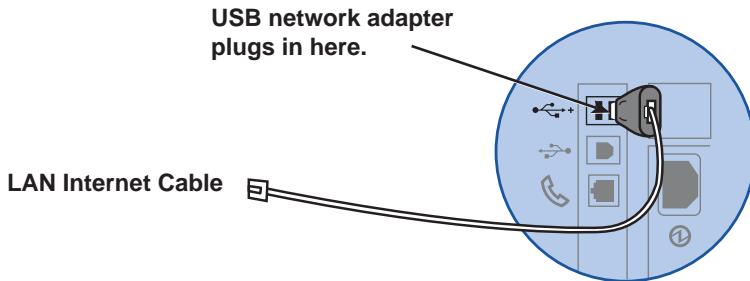
Using PC Meter Connect™ to Establish Communications with the Data Center

With PC Meter Connect™, you can do postage refills and meter updates quickly and conveniently using your PC's Internet connection.

You simply load the PC Meter Connect™ software from the CD included in your starter kit into a Windows PC with an Internet connection (broadband, DSL, network, etc.) and connect a USB cable between your meter and a PC. After installation, a shortcut icon for PC Meter Connect™ displays on your PC desktop and an icon appears on the system tray, usually in the lower right corner of your desktop screen (see figures below).

Desktop Shortcut Icon

PC Meter Connect™ Icon in System Tray

Thereafter, the program is loaded in the background automatically when you boot up your computer. You will know this by seeing the PC Meter Connect™ icon in the system tray.

NOTE: No screens or windows display when you click the desktop shortcut icon. However, if the PC Meter Connect™ software was <u>not</u> running for some reason (you'll know this when you don't see the PC Meter Connect™ icon in the system tray), clicking on the desktop icon will restart the software. Alternately, you may click on the Start button > All Programs > Pitney Bowes > PC Meter Connect. A PC Meter Connect™ icon will then appear in system tray.

Several messages display from *PC Meter Connect* icon in the system tray:

• "Meter detected" displays when you connect your meter to the PC (after it had been disconnected).

PC Meter Connect
Meter detected.PC Meter Connect is ready for use.
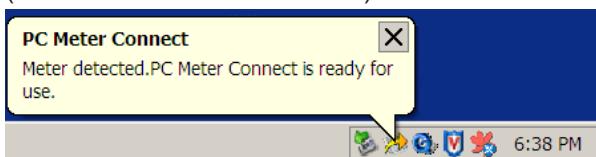
• "Meter is not detected" displays when you disconnect your meter from the PC. The red "x" stays on the icon thereafter.

PC Meter Connect
Meter is not detected.

Using PC Meter Connect™ to Establish Communications with the Data Center (cont'd)

If you right-click on PC Meter Connect™ icon in the system tray, you can access several options for the PC Meter Connect™ software.

Update PC Meter Connect
Internet Settings…
About PC Meter Connect
About Your Meter[Meter Detected]
Contact Us
Exit

Options Screen for PC Meter Connect™

Right Click on PC Meter Connect™ Icon in System Tray
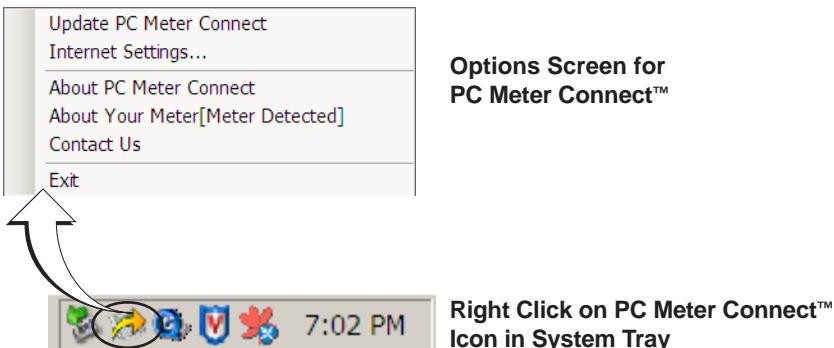
Option	Description
Update PC Meter Connect™	Connects you to a Pitney Bowes website for the latest version of the PC Meter Connect™ software
Internet Settings...	Allows you to change your Internet settings for best operation with PC Meter Connect™ (see *Chapter 13 Troubleshooting* for more details)
About PC Meter Connect™	Lists the PC Meter Connect™ software version
About Your Meter	Displays whether or not the meter is connected to your PC; also allows access to a PDF version of this Operator Guide.
Contact Us	Provides email and phone number information to contact Pitney Bowes
Exit	Exits the program (to restart, simply click on the PC Meter Connect™ desktop icon)

Using an Analog Phone Line to Establish Communications with the Data Center

If you do not have Internet access available, you may establish communications to the Pitney Bowes Data Center using an analog phone line. The following are usually analog phone lines:

• Fax lines

• Residential phone lines

• Lines used by modems or credit card readers

Plug the telephone line (supplied) into the connector on the back of the meter (see *Chapter 2, Getting to Know Your System)*. Use a dedicated analog phone line if possible (one that is not shared with other devices) to avoid possible issues.

IMPORTANT:

• Phone systems installed in some businesses are not analog and may damage your system. If you are unsure about your phone line, contact your telephone company or local network administrator.

• If you have a DSL line and want to connect your meter using the analog phone jack on the back for the meter, you should install a DSL filter obtained from your DSL provider before connecting the meter.

• You should not remove power or analog/Internet connection to the Pitney Bowes Data Center during a software upgrade or rates download. Wait until the meter's main screen showing postage and date displays before disconnecting and moving the meter.

• Postage refills and updates are usually much slower than using Internet access to connect to the Pitney Bowes Data Center**.**

Checking Funds (Postage) Availability in Machine

1. Press **Funds**.
2. View funds used and pieces processed.

```
                    Funds
┌─────────────────────────────────────┐
│ Available            : $204.94       │
│ Used                 :   $17.06      │
│ Total Pieces         :      130      │
│ Ctl Sum              : $222.00       │
├─────────────────────────────────────┤
│        More Options (Menu)           │
└─────────────────────────────────────┘
```

3. Press the down arrow key to view additional information.

```
                    Funds
┌─────────────────────────────────────┐
│ Batch Value          : $ 11.65       │
│ Batch Count          :      3        │
│                                      │
│                                      │
├─────────────────────────────────────┤
│        More Options (Menu)           │
└─────────────────────────────────────┘
```

Checking Your Postage By Phone® Account Balance

You can check your Postage By Phone® account balance at any time, as long as your system is connected to the Pitney Bowes Data Center.

ⓘ **NOTE**: The Postage By Phone® account balance represents the funds in your account, *not* the amount in your meter.

1. Press **Refill Postage**.
2. Select "Check PBP Balance".
3. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.
4. The Prepaid and Other balances displays. Select "Continue" to return to the Funds Options menu.
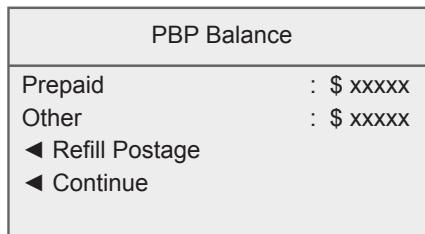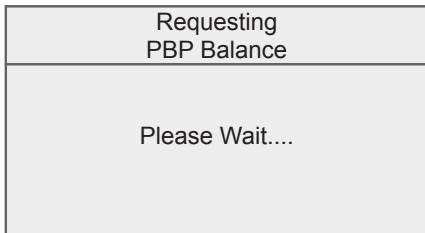
Requesting PBP Balance
Please Wait....

PBP Balance
Prepaid   : $ xxxxx
Other   : $ xxxxx
◄ Refill Postage
◄ Continue

Prepaid – the amount you have *prepaid* in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

Other – the amount you have **on** *credit* on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

Adding Postage

You can add postage to your machine any time you need to, as long as you have enough funds in your Postage By Phone® account and your system is connected to the Pitney Bowes Data Center.

1. Press **Refill Postage**.

   • You may select "Refill $xx.00" to add the amount shown.

   • Select "Another Amount". Key in the amount in whole dollars that you want to add and select "Accept". Select "Yes" to verify the amount.

```
┌──────────────────────────────────────┐
│            Refill Postage             │
├──────────────────────────────────────┤
│  ◄ Refill  $ xx.00                    │
│  ◄ Another Amount                     │
│  ◄ Check PBP Balance                  │
│                                       │
│                                       │
└──────────────────────────────────────┘
```
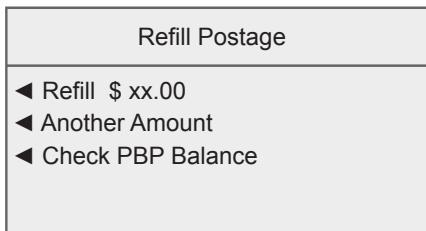
(i) **NOTE 1**: The minimum amount of postage you can add is $1.

(i) **NOTE 2**: The amount shown in the "Add $xx" selection line represents the amount of postage you added the last time.

3. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.

4. The Postage Refill complete screen displays.

```
┌──────────────────────────────────────┐
│         Postage Refill Complete       │
├──────────────────────────────────────┤
│  Refilled              :  $ xxxxx     │
│  Available             :  $ xxxxx     │
│  ◄ Print Receipt                      │
│  ◄ Continue                           │
│                                       │
└──────────────────────────────────────┘
```
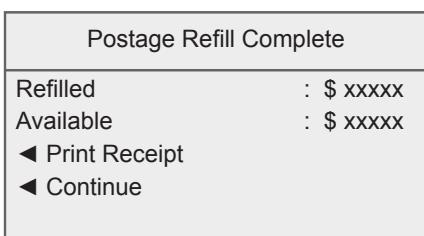
Amount Added – the amount of the postage downloaded into the meter

Available – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Adding Postage (cont'd)

5. If a receipt is desired, select "Print Receipt" and follow the prompts OR simply press **Home** to return to Home Screen.

Refill Receipt	**Refill:** MAR 05 07 4:13P **Account No:** 12345678 **Refill Amount:** $200.00 **Meter No.:** 8030397 **Funds Available in Meter:** $1033.610 MAR 05 07 **Prepaid:** $1600.00 4: 13P **Additional Funds Available:** $000.000

Refill – the date and time the new postage was added to your machine

Refill Amount – the amount of the new postage you downloaded into your machine

Funds Available in Meter – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Prepaid – the amount you have ***prepaid*** in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

Additional Funds Available – the amount you have ***on credit*** on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

Account No. – your Postage By Phone® account number

Meter No. – the serial number of this meter

Printing a Funds (Postage) Report

A funds report allows you to print a record of how much postage has been used and how much is remaining in the machine.

1. Press **Funds**.
2. Press **Menu** and select "Print Funds Report".
3. When prompted either:
   - *Manually feed an envelope (DM300c):* Place the envelope up against the back wall of the system and slide it to the right until the system grasps it.
   - *Automatically feed an envelope (DM400c):* Load envelope onto the feeder and press **Start**.
   - Press the **Tape** key.

   The Funds Reports is printed (see sample below) and the envelope/tape strip is ejected.

Funds Report		
		MAR 05 07
		4: 13P
Used: $065.390		
Available: $10333.610	Batch Count: 1	
Total Pieces: 6765	Batch Value: $000.000	
Control Sum: $10399.000	PBP Serial Number: 8030397	

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Downloading Files or Updating System

Use this option when you need to manually:

- Perform USPS® meter inspections
- Restart an interrupted download
- Download postal inscriptions, envelope ads, meter software updates, or rate updates

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".

```
            Main Menu

  ◄ Preset Options
  ◄ Text Messages
  ◄ Maintenance
  ◄ Data Center Options
```

4. Select "Check for Updates".

```
       Data Center Options

  ◄ Check for Updates
  ◄ Phone Settings
  ◄ Distributor Settings
  ◄ Network Settings
```
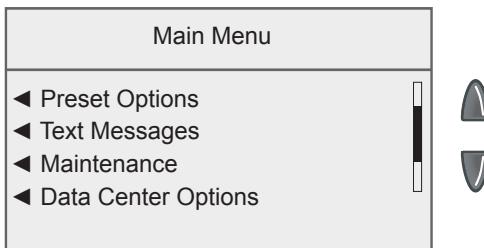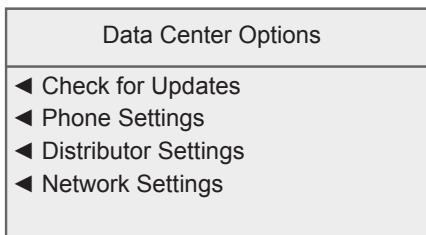
The system automatically dials the center.

ⓘ *NOTE:* Make sure the system is connected in the proper manner to communicate to the Pitney Bowes Data Center (see page 6-2).

5. After connection is made, if some type of software or postal update or download is available, a message stating so displays.

   A. If a download is not mandatory, you will be prompted with either "Download Now" or "Skip, Return Home." Select the one that makes sense to you at that time.

   B. If a download is mandatory, only "Download Now" displays and you must perform the download.

Downloading Files or Updating System (cont'd)

6. After the download has completed, a message stating so displays.

    A. If you need to reboot the system, the prompt "Restart Now" displays. Select this to restart the system.

    B. If no rebooting is necessary, simply select "Return Home" to return to the Home screen.

Settings for Connecting to the Data Center

You can modify the connection settings on your machine, from basic phone settings (tone or pulse, dial prefix, etc.) to advanced settings such as user ID, password, and server IP address.

IMPORTANT:
Do not change the Data Center settings unless directed to do so by your Pitney Bowes representative.

LAN Connection Network Settings

Follow the steps below to ensure your LAN Internet connection is set up properly. This procedure is necessary for typical (non-Firewall) LAN Internet connections.

1. Press the **Menu** key.
2. Select "Data Center Options."
3. Select "Network Settings."
4. Verify that the "Get IP" menu option is set to "Auto."
5. Press the green down arrow and verify that the "MAC Addr" field is populated. This indicates that the NIC Card is working.
6. Press the **Enter** key and then the **Home** key.
7. Check your Postage By Phone® account balance to confirm your LAN Internet connection is working. Refer to *Checking Your Postage By Phone® Account Balance* in this chapter for more information.

Settings for Connecting to the Data Center (cont'd)

Analog Phone Line Connection Settings

If an Internet connection is not available, you can use an analog phone line to connect to the Data Center. The Phone Settings menu allows you to modify the phone connection settings on your machine (tone or pulse, dial prefix, etc.)
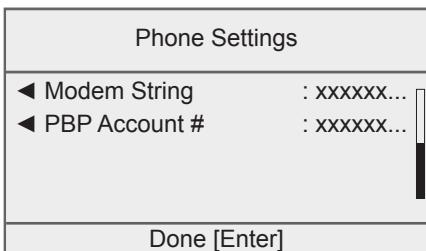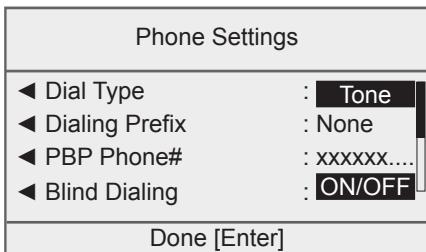
```
                Phone Settings

   ◄ Dial Type          :  Tone
   ◄ Dialing Prefix     : None
   ◄ PBP Phone#         : xxxxxx....
   ◄ Blind Dialing      : ON/OFF
                Done [Enter]
```

```
                Phone Settings

   ◄ Modem String       : xxxxxx...
   ◄ PBP Account #      : xxxxxx...


                Done [Enter]
```

Settings for Connecting to the Data Center (cont'd)

Analog Phone Line Connection Settings (continued)

Selecting the Dialing Type (Tone/Pulse)
Use this to tell the system whether your have a tone or pulse type phone.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Phone Settings".
5. Select "Dial Type" to toggle between "Tone" and "Pulse". Select the appropriate option.

Entering the Dialing Prefix
Use this if you need to dial a prefix number (like 9) to get an outside line.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Phone Settings".
5. Select "Dialing Prefix".
6. Key in the prefix number you want (such as a "9") and select "Accept". You return to the Phone Settings menu.

Settings for Connecting to the Data Center (cont'd)

Analog Phone Line Connection Settings (continued)

Changing the Postage By Phone® (PBP) Number

Use this if you need to change the number for Postage By Phone®, but only if you are directed to by a Pitney Bowes representative.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Phone Settings".
5. Select "PBP Phone#".
6. A warning that you should only change this number if instructed to by Pitney Bowes displays. Select "Continue".
7. Key in the new phone number and select "Accept". You return to the Phone Settings menu.

Changing Modem Parameters

Use this if you need to change the modem settings used to dial into the Pitney Bowes Data Center but only if you are directed to by a Pitney Bowes representative.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Phone Settings".
5. If necessary, press the green down arrow key to scroll through the menu and select "Modem String".
6. A warning that you should only change this number if instructed to by Pitney Bowes displays. Select "Continue".
7. Key in the new modem parameters as given by your Pitney Bowes agent.
   - To modify the existing parameter, select "Edit Options". You can then select "Move the Cursor Right" or "Move the Cursor Left" to insert a character within the existing string. Select "OK" when done.
   - To restore the default settings, select "Restore Defaults".
8. Select "Accept" when done. You return to the Phone Settings menu.

Settings for Connecting to the Data Center (cont'd)

Data Center Distributor Settings

This option allows you to modify the connection parameters that your machine uses to connect to the Pitney Bowes Data Center. A brief description of each parameter is provided on the next page.

> **IMPORTANT:**
> Do not change these settings unless directed to do so by your Pitney Bowes representative.

To access the Distributor Settings:

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Center Options".
4. Select "Distributor Settings".
5. Select the parameter you want to modify from the list appearing in the display. Press the down arrow key if needed to access your choice.

```
            Distributor
             Settings
◄ Account ID        : xxxxx...
◄ Password          : xxxxx...
◄ Server IP         : xxxxx...
◄ Server Port       : xxxxx...
            Done [Enter]
```

```
            Distributor
             Settings
◄ Primary DNS       : xxxxx...
◄ Secondary DNS     : xxxxx...
◄ URL               : xxxxx...
            Done [Enter]
```

ⓘ **NOTE:** Each of the Distributor Setting parameters are described on the next page.

Settings for Connecting to the Data Center (cont'd)

Data Center Distributor Settings (continued)

6. A warning message displays that reminds you that entering a wrong value may result in errors connecting to the Data Center. Select "Continue".
7. Key in a new entry for that parameter.
    •   To modify the existing parameter, select "Edit Options". You can then move the cursor right or left to insert a character. Select "OK" when done.
    •   To restore the default settings, select "Restore Defaults".
8. Select "Accept" when done. You return to the Distributor Settings menu.
9. Press **Enter** to return to the Data Center Options menu.

Distributor Setting Parameter Descriptions

•   **Account and User ID -** This is the account number and the user ID that your system uses to dial into the Internet service provider (ISP) that allows you to connect to Pitney Bowes.
•   **Global Password -** This is the password your system uses to dial into your Internet Service Provider.
•   **ANI/LCZ Server IP -** This is the Internet address of the Automatic Number Identification (ANI)/Least Cost Zone (LCZ) server that identifies your system and routes your call to a zone that ensures the lowest cost for the connection.
•   **ANI/LCZ Server Port -** The server port number identifies the port number on the ANI/LCZ server to which your system connects on dial-up.
•   **Primary DNS Server -** This is the Internet address of the Pitney Bowes primary Domain Name Server (DNS). The Domain Name Server converts your system name to its IP address.
•   **Secondary DNS Server -** This is the Internet address of the Pitney Bowes secondary Domain Name Server (DNS).
•   **Distributor URL -** The Universal Resource Locator, URL, is the web page to which your system connects during dial-up.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

7 • System Options

DM300c

DM400c
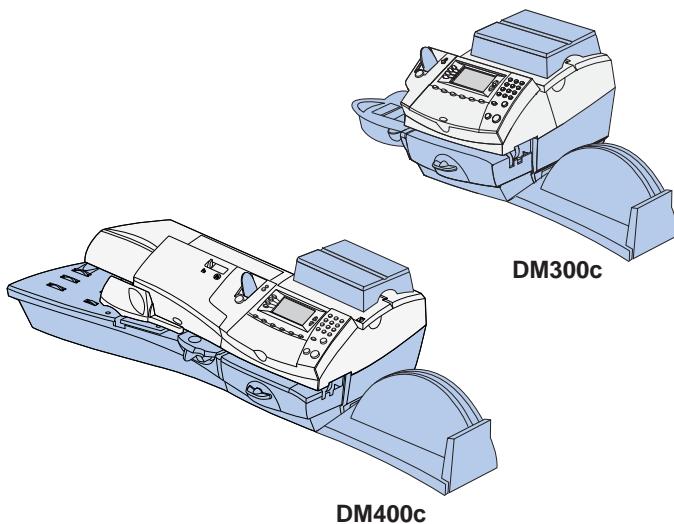
This chapter presents system options you can setup or modi-
fy, such as setting time, date, passwords, warnings, etc.

System Options Overview

System Options allow you to customize the machine for the way you run your mail and add security to those features that are sensitive to your organization. Because of the many settings available, the settings are categorized into "Basic" and "Advanced".

The basic System Options are accessed by pressing **Menu** and selecting "Setup Options". You can then select your choice from the menu as shown below.

Setup
◄ Time & Timeouts
◄ Language
◄ Display Contrast
◄ Postage Limits

Setup
◄ Lock Code/Password
◄ Configure Tape Button
◄ Confirmation Service
◄ Serial Port

Setup
◄ Mailer ID/DUNS Number
◄ Track Log Near Full Warning
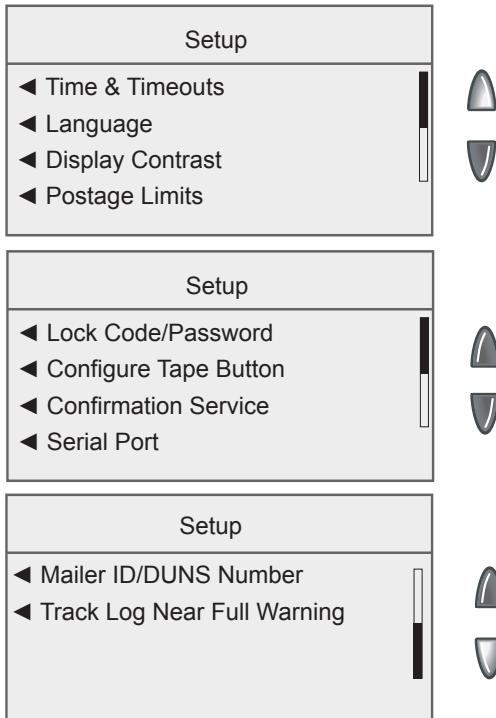
The Advanced Options are accessed by pressing **Menu**, then pressing the green down arrow key and selecting "Advanced Features", which displays a menu of settings as shown below.

Advanced Features
◄ Confirmation Records
◄ Meter Withdrawal
◄ Run Install Model
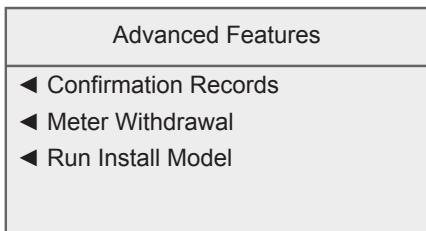
Basic Options

Setting the Time, Date, and Timeouts

You can change the system time/date, set the time/date to daylight saving time, change the time at which your system advances the date/time to the next day, and set the amount of time your system can remain inactive before reverting to the Normal Preset values.

Setting the Time

Sometimes, the time on the machine may need to be corrected due to internal drift. To change the time for Daylight Saving Time, see *Setting Daylight Saving Time* in this chapter.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Set Time".

```
            Correcting Time Drift
           Current Time:  1:38 PM

                 Enter Time
                     :
Earliest time   (11:38 AM - 3:38 PM)    Latest time
you can set    ◄ Accept                 you can set
```
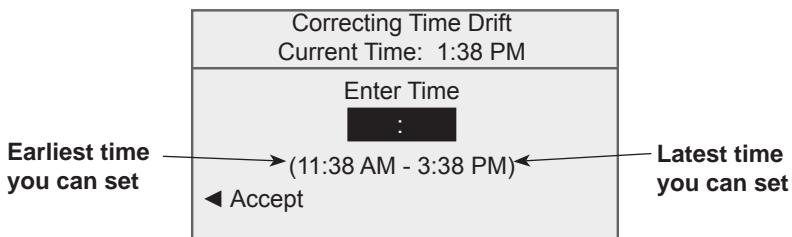
> ⓘ **NOTE**: You can add/subtract up to 120 minutes (2 hours) from the current time.

5. Key in the new time and select "Accept".
6. Select "Yes". The display returns to Time & Timeouts menu.

Basic Options (cont'd)

Setting Auto Date Advance Time

Your system can automatically advance the date every day at a time you specify. The date advance time is factory set to 12:00 AM. If your mail is picked up at a certain time each day, you can set the system to advance the date after the mail pickup time.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Time to Auto Date Advance Time".

```
┌──────────────────────────────┐
│       Time to Auto Date       │
│      (Next Day) Advance       │
├──────────────────────────────┤
│          Enter Time           │
│        12 : 00   AM           │
│ ◄ Switch AM/PM                │
│ ◄ Accept                      │
└──────────────────────────────┘
```

5. Select "Switch AM/PM" to toggle between "AM" and "PM".
6. If necessary, press the **Clear** key to remove the existing time entry.
7. Type in the time. Example: To enter one o'clock, type 1 - 0 - 0. To enter 12:01 o'clock, type 1 - 2 - 0 - 1. (Don't type the hyphens.)
8. Select "Accept". The display returns to Time & Timeouts menu.

ⓘ **NOTE:** Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp.*

Basic Options (cont'd)

Setting the Normal Preset Timeout

The Normal Preset is a pre-defined set of values (postage, ad, account and so on) that your machine display automatically returns to after a set period of time. You can set the amount of time the display takes before it reverts to the Normal Preset.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Normal Preset Timeout".

```
┌─────────────────────────────────┐
│          Normal Preset          │
│            Timeout              │
├─────────────────────────────────┤
│          Enter Timeout          │
│               64                │
│          (1-240 minutes)        │
│   ◄ Accept                      │
└─────────────────────────────────┘
```
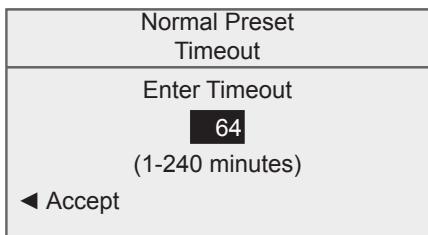
5. Key in the amount of minutes (from 1-240) you want the system to wait before returning to the Normal Preset. The default time is 64 minutes.
6. Select "Accept". The display returns to Time & Timeouts menu.

Setting Sleep Mode Timeout

You can set the amount of time the machine waits before entering "Sleep Mode". When the machine is in sleep mode, the display is blank and you can't process mail. You "awaken" the machine by pressing most keys on the control panel.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Sleep Mode"
5. Key in the amount of minutes (from 1-240) before the system goes into Sleep Mode.
6. Select "Accept". The display returns to Time & Timeouts menu.

Basic Options (cont'd)

Setting Daylight Saving Time

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. If necessary, press the green down arrow key to scroll through the menu screens.
5. Select "Daylight Savings". The display shows the current setting.

```
┌─────────────────────────────────────┐
│          Daylight Saving             │
│       Current Time:  1:38 PM         │
├─────────────────────────────────────┤
│  ◄ Daylight Saving      :  Enable    │
│                                      │
│                                      │
│                                      │
│                                      │
└─────────────────────────────────────┘
```
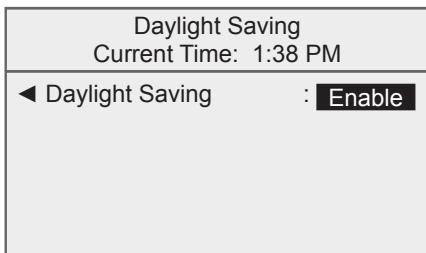
6. Select "Daylight Saving" to toggle between "Enable" and "Disable":
    *   "Enable" - If Daylight Saving Time is used, it should be enabled in the Spring to advance the time by one hour.
    *   "Disable" - If Daylight Saving Time is used, it should be disabled in the Fall to decrease the time by one hour.

    (i) **NOTE**: If you do not want to use Daylight Saving Time, leave it disabled. (This is the default setting.)

7. Press **Enter** to return to the Time & Timeouts menu.

(i) **NOTE**: See *Setting the Time* in this section if you need to adjust the time after setting up Daylight Saving Time.

Basic Options (cont'd)

Changing Language

The machine is capable of displaying all screens, operator prompts, and options in either English or Spanish (Español). English is the default language when the machine is initially powered up. To change the screens to Spanish (or back to English when Español is selected):

1. Press **Menu**.
2. Select "Setup".
3. Select "Language".
4. Select the desired language, English or Español

Your system will return to the Home screen in the selected language.

Adjusting the Contrast of the Display

1. Press **Menu**.
2. Select "Setup".
3. Select "Display Contrast".
4. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary. The default is 6 lines (shown below).

```
┌─────────────────────────────┐
│       Display Contrast       │
├─────────────────────────────┤
│ - | | | | | |            +   │
│ ◄ Increase Contrast         │
│ ◄ Decrease Contrast         │
│ ◄ Accept                    │
└─────────────────────────────┘
```
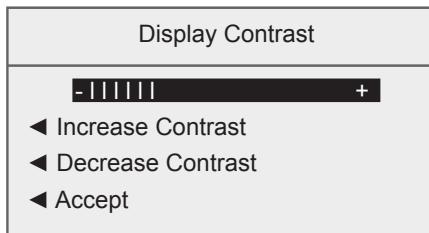
5. Select "Accept" to return to Setup menu.

Basic Options (cont'd)

Setting Postage Limits (Funds Warnings)

You can specify values so that when your postage funds drop below a certain level, or if you try to enter too much postage for a piece of mail, the system displays a warning.

Setting the High Value Warning

You can have the system warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This feature prevents you from accidentally printing a postage value that's more than you need.

(i) **NOTE**: The high warning value feature is effective when you manually key in the postage value, but does not function when rating using the machine's internal rating feature.

1. Press **Menu**.
2. Select "Setup".
3. Select "Postage Limits".
4. Select "High Postage".

```
┌──────────────────────────────────┐
│        High Postage Warning        │
├──────────────────────────────────┤
│           Enter Amount:            │
│            $  10.00                │
│                                    │
│  ◄ Accept                          │
└──────────────────────────────────┘
```
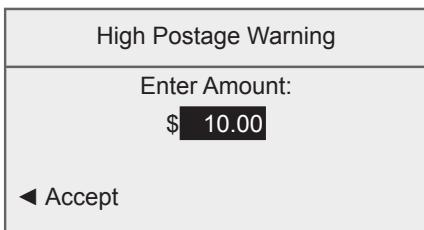
5. Key in the amount you want, including the digits to the right of the decimal point. You may enter a fractional value like .75 or $1.50. (You cannot set the warning higher than 99.99.)
6. Select "Accept" to return to Setup menu.

Setting the Low Funds Warning

You can set up the system so that when the postage remaining reaches a certain level, the system will remind you to add postage.

1. Press **Menu**.
2. Select "Setup".
3. Select "Postage Limits".
4. Select "Low Funds".
5. Key in the amount you want (in whole dollars only).
6. Select "Accept" to return to the Setup menu.

Basic Options (cont'd)

Enabling, Changing or Disabling Lock Codes and Passwords

Enabling the Lock Code
The Lock Code prevents unauthorized access to your mailing system after the machine has entered sleep mode.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5 Select "Enable Lock Code".

```
┌──────────────────────────────────────┐
│           Change Lock Code            │
├──────────────────────────────────────┤
│                                        │
│          Enter New Lock Code           │
│                 ***_                   │
│  ◀ Accept                              │
│                                        │
└──────────────────────────────────────┘
```
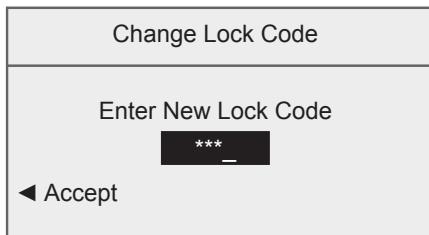
5. Enter the new Lock Code and select "Accept".
6. Re-enter the new Lock Code again to confirm and select "Accept".
7. At the "Lock Code Enabled" message, select "OK".

Disabling the Lock Code
You can disable the Lock Code if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Disable Lock Code".
6. When prompted, enter the current Lock Code and select "Accept".

Basic Options (cont'd)

Changing the Lock Code

You can change the Lock Code if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Change Lock Code".
6. When prompted, enter the current Lock Code and select "Accept".
7. Enter the new Lock Code, and select "Accept".
8. Re-enter the new Lock Code to confirm and select "Accept". At the "Lock Code Enabled" message, select "OK".

Enabling the Supervisor Password

The Supervisor Password prevents unauthorized access to accounting setup.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Enable Password".
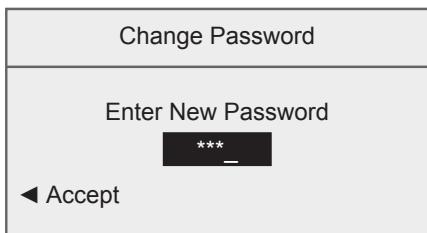
```
        Change Password

        Enter New Password
             ***_

 ◄ Accept
```

5. Enter the new Supervisor Password and select "Accept".
6. Re-enter the new Supervisor Password to confirm and select "Accept".
7. At the "Password Enabled" message, select "OK".

Basic Options (cont'd)

Disabling the Supervisor Password

You can disable the Supervisor Password if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Disable Password".
6. When prompted, enter the current Supervisor Password and select "Accept".

Changing the Supervisor Password

You can change the Supervisor Password if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Change Password".
6. When prompted, enter the current Supervisor Password and select "Accept".
7. Enter the new Supervisor Password, and select "Accept".
8. Re-enter the new password to confirm and select "Accept".
9. At the "Password Enabled" message, select "OK".

Basic Options (cont'd)

Configuring the Tape Button

You can specify the action the system takes when the **Tape** button is pressed.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Configure Tape Button".
   - If you always want to print one tape at a time, select "Always Print One Tape".
   - If you want to enter the number of tapes to print, select "Ask For Tape Quantity".

   Once you make your selection, the system returns to the Setup Menu.

Basic Options (cont'd)

Setting Up (USPS®) Confirmation Services

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Confirmation Service". The Display Following During Confirmation Records screen displays.

Display Following During Confirmation Records		
◄ Apply Labels	:	ON
◄ Upload Records	:	ON
◄ Print Receipt	:	ON
Done [Enter]		

5. Select an option to toggle between "ON" and "OFF".

    *   *Apply Labels* - This option prompts you with a reminder to apply the Confirmation Service Label to your package.
    *   *Upload Records* - This option prompts you to upload any records processed but not yet uploaded. Prompts occur when completing a batch of Confirmation Service transactions, when waking from sleep mode, and at power up.
    *   *Print Receipt* - This option prompts you to print receipts after uploading Confirmation Service records.
    *   *Postal Manifest* - This option prompts you to print a postal manifest after uploading Confirmation Service records.

6. Press **Enter** when done.

Advanced Options

Advanced Options allow you access to features that are used very infrequently such as meter withdrawal, etc. The Advanced Feature menu includes:

- Meter Withdrawal (for withdrawing postage funds)
- Manage USPS Confirmation Delivery Records
- Run Install Mode

Meter Withdrawal (Withdrawing Postage Funds)

For a meter withdrawal, you need to move any remaining postage from your machine to your Postage By Phone® account. Normally this is done if you are no longer going to use the machine.

ⓘ **NOTE 1**: Contact Pitney Bowes first before withdrawing funds.

ⓘ **NOTE 2**: The system must be connected to the Pitney Bowes Data Center (see *Chapter 6 - Adding Postage*) before you begin.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Advanced Features".
4. Select "Meter Withdrawal".
5. You will be prompted to "Transfer all funds from meter to PBP account". Select "Continue".
6. The system dials into the Pitney Bowes Data Center (this may take a few moments). Various screens display, letting you know the status of the process.
7. The Transfer Successful screen displays. Either:
   - Select "Print Receipt" to print a meter withdrawal receipt. Follow the prompts to print the receipt on an envelope or tape strip.
   - Select "Done" to return to the Home screen.

Funds Report		
		JUN 05 09
		4: 13P
	Used: $065.390	
	Available: $10333.610	Batch Count: 1
	Total Pieces: 6765	Batch Value: $000.000
	Control Sum: $10399.000	PBP Serial Number: 8030397

Advanced Options (cont'd)

Managing (USPS®) Confirmation Records

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Advanced Features".
4. Select "Confirmation Records". The Manage Confirmation Records screen displays. You have a choice to upload, view, delete or add records.

> ⓘ **NOTE**: If this is the first time you are adding records on the system, only the "Add Records" option will appear.

```
          Manage
     Confirmation Records

  ◄ Upload Record
  ◄ View Record
  ◄ Delete Record
  ◄ Add Record
```

```
          Manage
     Confirmation Records

  ◄ Edit Record
```
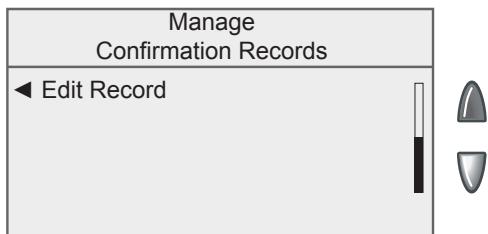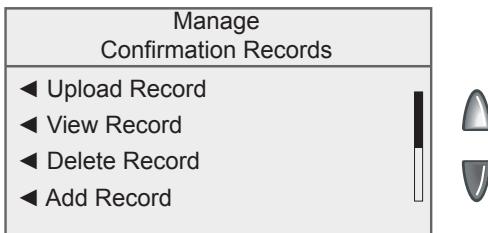
6. If you want to upload records, select "Upload Record". Any available USPS records will be uploaded.
7. If you want to view records that have not yet been sent to the USPS, select "View Record".
   A. Select the record from the list provided. The View Details for Records screen displays.
   B. Select "OK" when done viewing the details.

Advanced Options (cont'd)

Managing (USPS) Confirmation Records (continued)

8. If you want to delete the record of an uploaded session, select "Delete Record".

    A. Select the record from the list provided that you want to delete.

    B. Select "Yes, Delete" at the confirmation prompt to delete.

    C. If you want to delete more records, select "Yes" at prompt. Otherwise, select "No."

9. If you want to add records, select "Add Records". The "Mail Must Be Rated Again" screen displays.

    •   Select "Rate mail on scale" if you have purchased the optional weighing platform. Refer to *Chapter 3, Running Mail, "*Using the Weighing Platform" for more information.

    •   Select "Enter manual weight" to enter the weight manually. Refer to *Chapter 3, Running Mail, "*Entering Weight Manually" for more information.

10. If you want to edit the last three digits of the ZIP Code or change the barcode number of a record that has not yet been uploaded, press the green down arrow key and select "Edit Record".

    A. Select the record from the list provided that you want to edit.

    B. Edit the ZIP Code or barcode.

    C. Press **Enter** when done.

Advanced Options (cont'd)

Running Install Mode

Running "Install Mode" allows you to review, and change if desired, most of the values that were selected when the machine was first installed via the procedure in the Quick Install Guide. This option provides a convenient location to set several values all at once. Parameters that may be set by running the Install mode include:

- Select a language
- Key in the correct local time
- Print a test pattern
- Enter the two-digit scale location code
- Set the dialing prefix (the number you have to dial to get an outside line)

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Advanced Features".
4. Select "Run Install Mode".

At this point you will be presented the option to select a language, which is the first step of the install procedure. Simply follow the screen prompts until you reach the "Installation Successful" screen. Select "OK" and you will be returned to the main screen with your new values active.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

8 • Standard Accounting Option

DM300c

DM400c
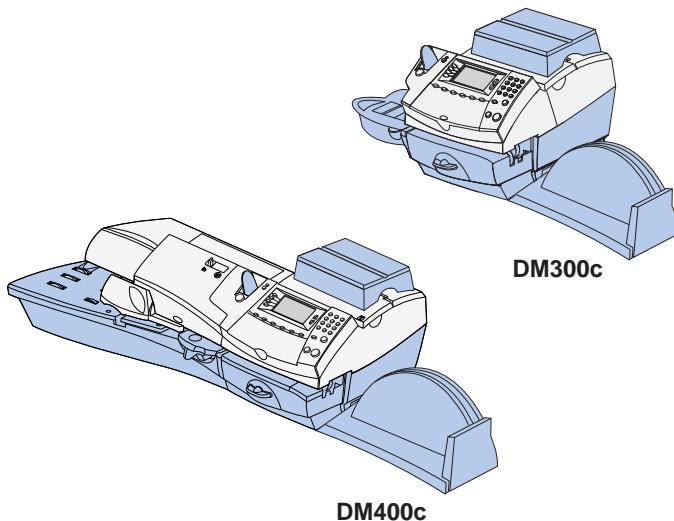
This chapter explains how to take advantage of the standard accounting option of the system.

Overview of Accounting Options

An accounting feature on a mailing system allows you to track your postage costs by categories. These categories can represent whatever makes sense to your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

With this model of mailing machine, you have a choice of using one of the following accounting options:

- *Standard Accounting Option*
  This is the base option that allows you to track postage for a minimum number of accounts and is explained in this chapter.

- *INVIEW™ Accounting Option*
  INVIEW™ Accounting and reporting allows enhanced accounting. For more information, refer to INVIEW™ Accounting for DM300c/DM400c Operator Guide, SV62264.

- *Budget Manager Option*
  Budget Manager adds a handy budgeting feature in addition to enhanced accounting. For more information, refer to the Budget Manager for DM300c/DM400c Operator Guide, SV62079.

- *Business Manager Option*
  Business Manager is an accounting and budgeting package. You can connect your system directly to a Business Manager host PC and control all of your accounts, operators and postal transaction data through the Business Manager™ Administration module. For more information, refer to the help within the Business Manager application.

(i) NOTE: The information in this chapter describes how to set up the *Standard Accounting* option.

Activating/Setting Up Standard Accounting Option

Use the table below to step you through the process of setting up standard accounting (assuming you purchased it). The table covers the entire "life cycle" of an account, from creation to deletion.

Step	Action	Description/Procedure
1	*Turn On Accounting Feature*	Turns on the Standard Accounting feature. This is necessary to create accounts. 1. Press **Menu**. 2. Select "Setup". 3. Select "Turn Feature ON/OFF". 4. Select "Accounting" 5. Press **Enter** to return to the Setup screen.
2	*Create a Supervisor Password*	If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing or deleting Departmental Account totals. Also, you need to set up a Supervisor password before you can enable Account passwords. If you don't need this option, or you don't need passwords, you can skip to step 4. 1. Press **Menu**. 2. Select "Setup". 3. Select "Lock Code/Password". 4. Select "Enable Password". 5. Enter the new Supervisor Password and select "Accept". 6. Re-enter the new Supervisor Password to confirm and select "Accept". 7. At the "Password Enabled" message, select "OK".
3	*Turn On Accounting Passwords Option*	Turns on the requirement for all operators to enter passwords when choosing an account (if a password has been established for an account). 1. Press **Menu**. 2. Select "Accounts". 3. Press the green down arrow key. 4. Select "Turn Acct Password ON". 5. When prompted, select "Turn Acct Password ON". The system returns to the Accounts screen.

Activating/Setting Up Standard Accounting Option (cont'd)

| Step	Action	Description/Procedure
4	*Create Account*	Sets up your account name (and password if desired). See *Creating New Accounts* later in this chapter for procedure.
5	*Maintain (Edit) Account*	Allows you to change the name and/or password of an account. See *Editing Account Names and Passwords* later in this chapter for procedure.
6	*Select Account*	Allows you to choose the specific account for recording postage. 1. From Home screen, press the selection key next to Account. The "Select Account" screen displays. 2. Press the down arrow key to see more choices (if lit). To select an account, use the appropriate selection key next to the display. (i) *NOTE:* If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary. 3. You return to the Home screen with the name of the account listed.
7	*View/Print Account Totals*	Allows you to see the accumulated totals for this account. • For viewing totals, see *Displaying Account Totals* later in this chapter for procedure. • For printing totals, see *Printing Account Reports* later in this chapter for procedure.
8	*Clear Accounts*	Allows you to clear the postage totals on accounts (for example, at the beginning of a new fiscal year). See *Clearing All Accounts* later in this chapter for procedure. (i) *NOTE:* Make sure you really want to clear an account. Once you do, the account information is gone.
9	*Delete Accounts*	Allows you to delete an account. See *Deleting Accounts* later in this chapter for procedure. (i) *NOTE:* Make sure you really want to delete an account. Once you do, the account information is gone.

Turning On Accounting

1. Press **Menu**.
2. Select "Accounts".

   (*i*) **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. When prompted, select "Turn Accounting ON".

   • If no accounts are present on the system, you will be notified that you need to have at least one account in order to use accounting. Select "Create an Account" to continue. Go to step 4 in *Creating an Account* in this chapter to create a new account.

   • If accounts are present on the system, the Accounts screen will appear.

Turning Off Accounting

You can temporarily turn off the Accounting whenever you wish.

(*i*) **NOTE:** You will not be tracking postage by account when this feature is turned off.

1. Press **Menu**.
2. Select "Accounts".

   (*i*) **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "Turn Accounting OFF".
4. Press **Home** to return to the Home screen. No account is displayed.

Turning On Account Passwords

You can turn on the requirement for all operators to enter passwords when choosing an account.

(i) **NOTE 1***:* You need to set up a Supervisor password (see *Chapter 7, System Options)* before you can enable Account passwords.

(i) **NOTE 2***:* Turning on the account password feature forces you to select a new account, just in case your existing account uses a password.

1. Press **Menu**.
2. Select "Accounts".
3. Press the green down arrow key.

> (i) **NOTE***:* If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

```
                      Accounts
                Accounts In Use:  0/25
        ◄ Clear All Account Totals
        ◄ Turn Acct Password ON
        ◄ Turn Accounting OFF
```

4. Select "Turn Acct Password ON".
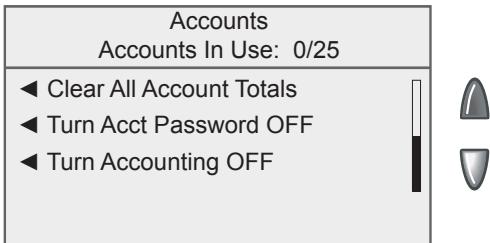
```
              Currently the Accounting
                  Password is OFF
        Would you like to?

        ◄ Turn Acct Password ON
        ◄ Keep it turned OFF
```
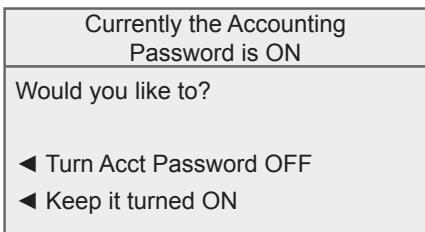
5. When prompted, select "Turn Acct Password ON". The system returns to the Accounts screen.

Creating New Accounts

You need to create an account before you can use the departmental accounting feature to track postage.

1. Press **Menu**.
2. Select "Accounts".
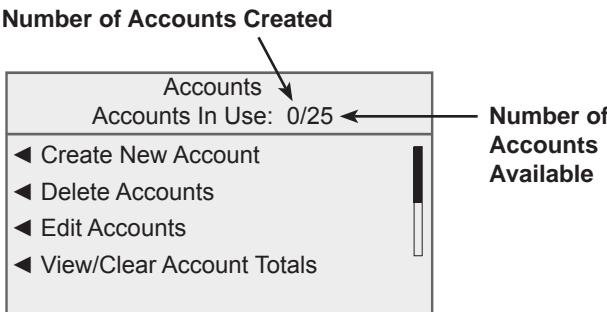
Number of Accounts Created

```
               Accounts
          Accounts In Use:  0/25          Number of
                                          Accounts
       ◄ Create New Account               Available
       ◄ Delete Accounts
       ◄ Edit Accounts
       ◄ View/Clear Account Totals
```

  (i) **NOTE**: If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "Create New Account".

  (i) **NOTE**: If no accounts are present on the system, you will be notified that you need to have at least one account in order to use accounting. Select "Create an Account" to continue.

4. Type in a name for the account. It can be up to 15 alpha/numeric characters long. Select "Accept" to continue.

5. The New Account Created screen appears.

    A. Select "Name" to edit the account name. Select "Accept" to return to the New Account created screen.

    B. If the supervisor and account passwords are enabled, you will have the option of adding an account password. Select "Add Acct Password" and enter the 4-digit password. Select "Accept" to return to the New Account Created screen.

    C. Select "Number" if you would like to change the number assigned to the account. Select a number from the list.

    D. Select "Done" to return to the Accounts screen.

Editing Account Names and Passwords

You can edit an account name and establish passwords for each account if you wish.

1. Press **Menu**.
2. Select "Accounts".

    > ⓘ **NOTE**: If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "Edit Accounts".
4. Select an account to edit:
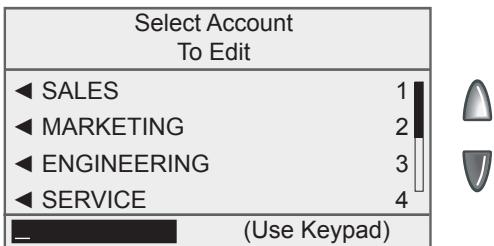
```
            Select Account
               To Edit
  ◄ SALES                    1
  ◄ MARKETING                2
  ◄ ENGINEERING              3
  ◄ SERVICE                  4
  _                 (Use Keypad)
```

*   Key in the account number and press **Enter**, OR
*   Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.

5. The Edit Account screen appears.

    A. Select "Name" if you would like to edit the account name. Select "Accept" to return to the Edit Account screen.
    B. If the supervisor and account passwords are enabled, you will have the option of editing the account password. Select "Password" and enter the four-digit password. Select "Accept" to return to the Edit Account screen.
    C. Select "Number" if you would like to change the number assigned to the account. Select a number from the list.
    D. Select "Done" to return to the Accounts screen.

Selecting an Account to Track Postage

You need to select an account to track postage when using Departmental Accounting.

1. From Home screen, press the selection key next to Account. The "Select Account" screen displays.

```
      Select Account
      Current:  None
 ✓  None                   0
 ◄  Sales                  1
 ◄  Engineering            2
 ◄  Marketing              3
 ▁▁▁▁▁▁▁     (Use Keypad)
```

2. Press the down arrow key to see more choices (if lit). To select an account:
   A. You may either key in the first digit of the account number if you know it and press **Enter**, OR
   B. Use the appropriate selection key next to the display.
3. If a password has been assigned to this account, you will be prompted to enter one. Key in the four-digit password if necessary.
4. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
 Key In Postage         _ $0.44 _
                        MAR 05 2009
 ◄ Account      : Sales
 ◄ Class        : None
 ◄ Ad           : None
 ◄ Inscrip.     : None
```

Displaying Account Totals

You can view your account totals anytime using this option.

1. Press **Menu**.
2. Select "Accounts".

    (i) **NOTE**: If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "View/Clear Account Totals".
4. Select an account to view:
    - Key in the account number and press **Enter**, OR
    - Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.
5. The account name, pieces, and value of the postage used displays. Select "Done" to return to the Accounts screen.

Account Totals Account: SALES	
Value	: Print
Piece	: None
◄ Clear these Totals	
◄ Done	

Printing Account Reports

Your system allows you to print accounting reports for a specific account or all accounts, and also to print a list of accounts. The reports are accessed by pressing **Menu** and selecting "Reports".

ⓘ **NOTE**: Some reports can be printed on an envelope or tape strip; others require an optional attached printer (laser).

Reports
◄ Last 5 Refills
◄ Funds Report
◄ Accounts-Single Account
◄ Accounts-Mult-Account Summary

Reports
◄ Accounts-Account List
◄ System Setup
◄ Error
◄ Configuration
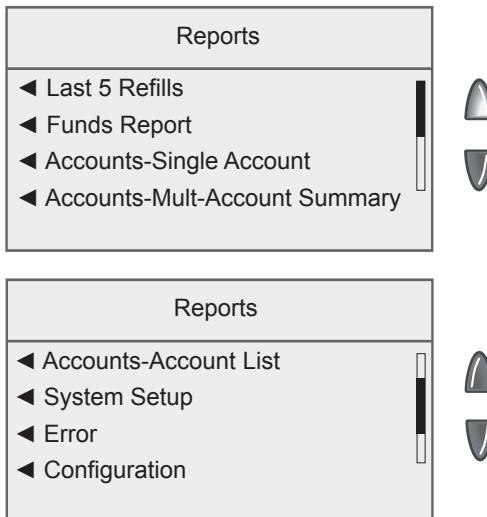
Printing to an Optional Attached Printer (Laser)

1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the green down arrow key to view additional reports.
4. When prompted, select "Attached Printer".
5. A message will appear indicating the report will be printed to the attached printer. Select "Return to Report Menu" to continue.

Printing Account Reports (cont'd)

Printing on an Envelope or Tape Strip

1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the down arrow key to view additional reports.

    > ⓘ **NOTE***:* If you have an attached printer, but want to print on an envelope or tape strip, select "Mailing Machine" when prompted.

    *   *Print on a manually fed envelope (DM300c):* Place the envelope up against the back wall of the system and slide it to the right until the system grasps it.

        > ⓘ **NOTE***:* If this is a multi-page report, you will be prompted to insert another envelope.

    *   *Print on an automatically fed envelope (DM400c):* Load envelopes into the feeder and press **Start**.
    *   *Print on a tape strip:* Press **Tape**.
4. You will be prompted to print another report once printing is complete (see samples on next page).

    *   Select "Yes" to print an additional report.
    *   Select "No" to return to the Home screen.

Printing Account Reports (cont'd)

Single Accounts Report

This report provides the postage amount and number of pieces applied against a single account. It must be printed on an envelope or tape strip.

Account Report		
Account Name: SALES		0011989
Acct Number: 1		JUN 05 09
Pieces: 5		4: 13P
Postage: 001.480		

Multi-Account Summary Report

This report provides the postage amount and number of pieces applied to all of your accounts. It must be printed on an envelope or tape strip.

Accounts Summary	**Account No.**	**Pieces**	**Postage**	0011989
	1	5	001.480	JUN 05 09
	2	4	001.480	4: 13P
				page 1 of 1

Account List Report

The Account List Report lists the names and numbers of all accounts that are set up in your machine. It must be printed on an envelope or tape strip.

Account List	**Account No.**	**Account Name**	0011989
	1	SALES	JUN 05 09
	2	MARKETING	4: 13P
			page 1 of 1

Clearing All Account Totals

You can clear the postage totals on all accounts (for example, at the beginning of a new fiscal year) with this option.

> **IMPORTANT:** Make sure you really want to clear an account. Once you do, the account information is gone.

1. Press **Menu**.
2. Select "Accounts".

    (i) *NOTE:* If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Press the down arrow key and select "Clear All Account Totals".

```
            Accounts
       Accounts In Use:  0/25
   ◄ Clear All Account Totals
   ◄ Turn Acct Password ON/OFF
   ◄ Turn Accounting ON/OFF
```
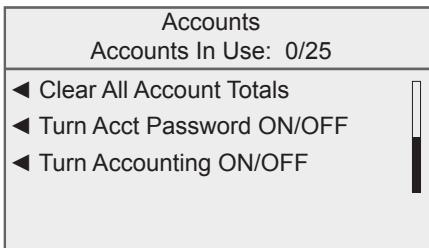
5. When prompted to clear all account totals, select "Yes, Clear All".
6. The system indicates that the totals for all accounts are cleared. Select "OK" to return to the Accounts screen.

Deleting Accounts

You can delete an account from the system if necessary.

IMPORTANT: Make sure your really want to delete an account. Once you do, the account information is gone.

1. Press **Menu**.
2. Select "Accounts".

    ⓘ *NOTE:* If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
3. Select "Delete Accounts".
4. Select an account to delete:

    •   Key in the account number and press **Enter**, OR

```
        Select Account
          To Delete
    ◄ SALES              1
    ◄ MARKETING          2
    ◄ ENGINEERING        3
    ◄ SERVICE            4
    _              (Use Keypad)
```

    •   Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.
5. The Confirm Delete screen displays. Select "Yes, Delete" to delete the account.

    •   If the deleted account was the last account on the system you will be prompted to "Create New Accounts" or "Turn Accounting OFF". Select the appropriate option and follow the prompts to continue.

    •   If the deleted account was not the last account on the system you will be asked if you want to delete another account. Select "Yes" to return to the Select Account screen (step 5). Select "No" to return to the Accounts screen.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

9 • Reports

DM300c

DM400c
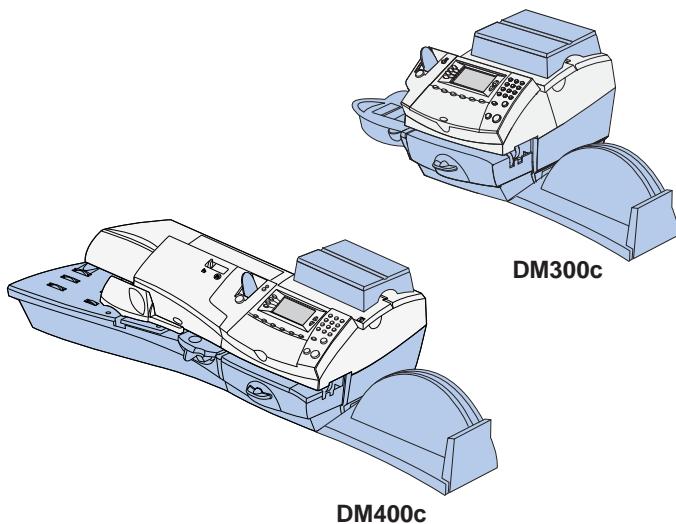
This chapter explains how to take advantage of the reporting capabilities of your system.

Overview of Reports

Your system allows you to print reports for funds usage, postage refills, postage tracked by account, and other valuable data. The reports are accessed by pressing **Menu** and selecting "Reports".

(i) *NOTE:* Some reports can be printed on an envelope or tape strip; others require an optional attached printer (laser).

Reports
◄ Last 5 Refills
◄ Funds Report
◄ Accounts-Single Account
◄ Accounts-Mult-Account Summary

Reports
◄ Accounts-Account List
◄ System Setup
◄ Error
◄ Configuration

Reports
◄ Software Version
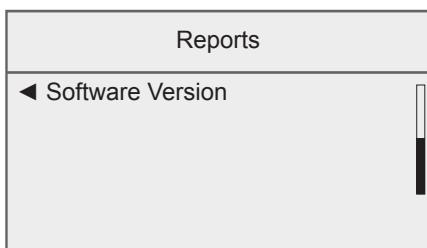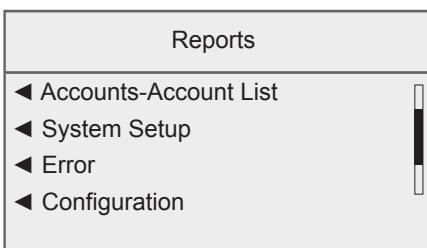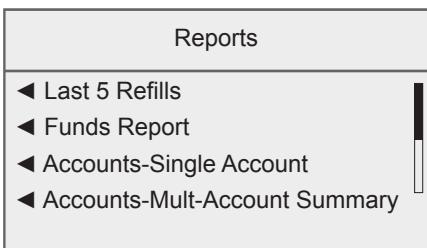
Last 5 Refills Report

This report lists the last five postage refills. It must be printed on an envelope or tape strip.

Last 5 Refills	**Date of Refill:**	**Time:**	**Refill Amount:**	**Acct No.:** 12345678
	MAR 05 07	4:32P	$025.000	**Meter No.:** 0011989
				Printed: JUN 05 09

Date of Refill – the date of refill

Time – the time of refill

Refill Amount – amount of refill

Account No. – your Postage By Phone® system account number

Meter No. – serial number of this meter (normally meter number)

Printed – the date the report was printed

Funds Report

This report lists the postage used, postage available, pieces processed, and other information about your machine usage. It must be printed on an envelope or tape strip.

Funds Report		JUN 05 09
	Used: $065.390	4: 13P
	Available: $10333.610	**Batch Count: 1**
	Total Pieces: 6765	**Batch Value: $000.000**
	Control Sum: $10399.000	**PBP Serial Number:** 0011989

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Single Accounts Report

This report provides the postage amount and number of pieces applied to all of your accounts (if the Departmental Accounting feature is set up on your system). It must be printed on an envelope or tape strip.

Account Report		
Account Name: SALES		0011989
Acct Number: 1		JUN 05 09
Pieces: 5		4: 13P
Postage: 001.480		

Multi-Account Summary Report

This report provides the postage history for multiple accounts (if the Departmental Accounting feature is set up on your system). It must be printed on an envelope or tape strip.

Accounts Summary	**Account No.**	**Pieces**	**Postage**	0011989
	1	5	001.480	JUN 05 09
	2	4	001.480	4: 13P
				page 1 of 1

Account List Report

The Account List Report lists the names and numbers of all accounts that are set up in your machine (if the Departmental Accounting feature is set up on your system). It must be printed on an attached printer.

Account List	**Account No.**	**Account Name**	0011989
	1	SALES	JUN 05 09
	2	MARKETING	4: 13P
			page 1 of 1

System Setup Report

The System Setup Report is an extensive report that gives you comprehensive information about your total mailing machine. The entire report must be printed on an attached printer. It provides information on:

- Serial Numbers
- Software Versions
- Funds and Piece Information
- Warning Values
- Time Settings
- Advertisements
- Inscriptions
- Accounting Set Up
- Modem Set Up
- Scale Settings
- Presets

Error Report

This report provides a history of error codes that your machine has encountered. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

Error Report	Error Date:	Time:	Identifier:	Count:	0011989
	MAR 08 07	4:25P	1879	001	JUN 05 09
	MAR 15 07	3:14P	Oaff	000	9:25A
					page 1 of 1

Configuration Report

This report lists configuration information about your machine and Postage By Phone® account. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

Cfg Report				
PBP Serial #:	0011969	**PCN:** 0000		JUN 05 09
PBP Account:	999999999	**UIC:** 510		4: 13P
				SMR 000
PSD Ser. #:	4C46000000007E4C	**Rate Data:**		P7US002B01
Print Head #:	50000104	**Rate Effective:**		P7US002B04
				2005/08/09
Printer Ser. #:	D0 . 07			2007/01/08

Software Version Report

This report provides system software version information. You may be directed to print this report by a Pitney Bowes agent.

Software Versions			
PBP Serial #: 0011969	**PCN:** 0000	**Rate Mgr. #:** 03.10	JUN 05 09
UIC Software Version:	01.02.0042	**Platform:** B0.02	4: 13P
Print Mgr.:	0118.0004	**PHS:** 01.01.0014	
Low Sector:	01.06.11	**Feeder Ver.:**	
Protected Sector:	01.09.14	**Feeder Profile:**	

Confirmation Services Report
(if optional USPS Confirmation Services feature is purchased)

This report provides a list of the last 20 mail pieces (by barcode number) that had one of the USPS Confirmation Services applied.

Confirmation Services			
Barcode:	**Postage:**	**ZIP:**	**Uploaded:**
1234567890	001 . 480	06484	JUN 05 09
2345678901	001 . 480	06762	JUN 05 09
Printed: JUN 05 09 5:41P			page 1 of 1

Barcode – the barcode number entered when applying the Confirmation Service to a particular mail piece

Postage – the total amount of postage applied to this mail piece

ZIP – the delivery ZIP code of the mail piece

Uploaded – the date this USPS® Confirmation Services record was uploaded to the Pitney Bowes (and later) USPS® data center

Printed – the date and time this report was printed

Printing a Report

The report printing options available to you will depend on the type of report you have selected.

Printing to an Attached Printer

1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the green down arrow key to view additional reports.
4. When prompted, select "Attached Printer".
5. A message will appear indicating the report will be printed to the attached printer. Select "Return to Report Menu" to continue.

Printing on an Envelope or Tape Strip

1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the down arrow key to view additional reports.

   (i) **NOTE***:* If it have an attached printer, but want to print on an envelope or tape strip, select "Mailing Machine" when prompted.

   • *Print on a manually fed envelope (DM300c):* Place the envelope up against the back wall of the system and slide it to the right until the system grasps it.

      (i) **NOTE***:* If it is a multi-page report, you will be prompted to insert another envelope.

   • *Print on an automatically fed envelope (DM400c):* Load envelopes into the feeder and press **Start**.

   • *Print on a tape strip:* Press **Tape**.
4. You will be prompted to print another report once printing is complete.

   • Select "Yes" to print an additional report.

   • Select "No" to return to the Home screen.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

10 • Text Messages

DM300c

DM400c
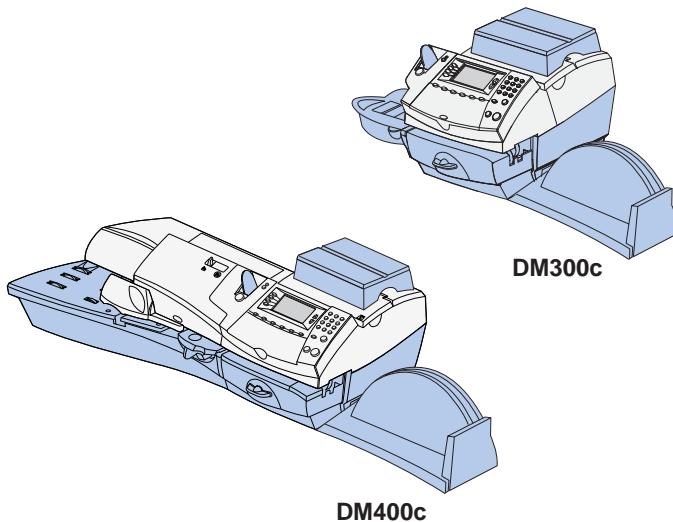
This chapter explains how to create text messages to print on envelopes.

Text Messages Overview

IMPORTANT:
You should be familiar with the USPS regulations and standards relating to custom message printing and envelope usage for guidance concerning appropriate content, format, and other usage considerations.

The Text Message feature enables you to enter text which can print directly on envelopes as they pass through the mailing system. Text messages can be saved in the memory of the system, and recalled whenever appropriate to print."

The Text Message feature has several applications. Use it for all outgoing mail that does not have a pre-printed custom message such as Business Reply Mail. Even if you use a pre-printed message on outgoing mail, this capability can be used to define a department or section of your organization for "return mail." By implementing this as a process, undeliverable mail can bypass the Mail Center, and be returned directly to the department that generated the mailing.

Text messages are accessed by pressing **Menu** and selecting "Text Messages".

```
┌──────────────────────────────────┐
│            Text Messages          │
│          Space Used:  0/5         │
├──────────────────────────────────┤
│  ◄ Create New Messages            │
│  ◄ Edit Message Namet             │
│  ◄ View/Edit Message Name         │
│  ◄ Delete Messages                │
│                                   │
└──────────────────────────────────┘
```
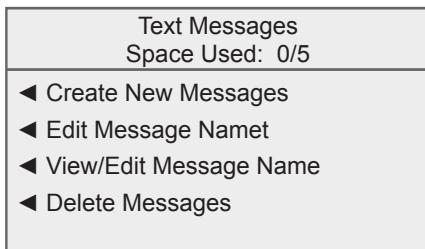
Text Messages Overview (cont'd)

Text Message Specifications

Sample:

ACME Corp Finance

Dept. Building 3

Floor 16

Aberdeen Parkway

Charlotte NC 28255

- • Print up to five lines of information.
- • Print a maximum of 16 characters per line (including spaces).
- • Fixed font (Lucida Console, 10 Point).
- • UPPER CASE and lower case available.
- • Special characters available (as shown on the keypad).
- • Save up to five custom messages in memory.
- • Text messages can be saved in the Normal or Custom Presets.
- • Text messages always print to the left of the postage, and left of any advertisements and/or inscriptions.
- • Operating speed may be reduced slightly to accommodate printing operation.

Text Messages Overview (cont'd)

Postal Rules and Guidance

IMPORTANT:
Any custom message printed by the system must follow USPS guidelines as published in the *Domestic Mail Manual (DMM)*. A reference to proper standards can be found in *P030, Section 9.8 Other Matter Printed by Postage Evidencing Systems*.

According to the DMM, "*For postage evidencing systems that print digital indicia, including IBI, an approved indicium shall include within its boundaries only postal markings and text required or recommended by USPS regulation, except that the indicium may identify the provider. Other matter may be printed only outside the boundaries of the clear zone surrounding the indicium.* **Such printed matter may not be obscene, defamatory of any person or group, or deceptive, and it must not advocate any unlawful action.** *The printed matter must not emulate any form of valid indicia or payment for postage.*"

Envelope Guidance

Always run a test print (at $0.00 postage) before using text messaging to ensure proper placement on an envelope. Text messaging prints text message or other information directly to the left of your postage meter imprint and any Postal Endorsements or Inscriptions on the envelope. This message does not print on the left margin of the envelope, nor does your mailing system allow for placement of the custom message on your envelope. Therefore, before printing mail pieces using this feature, you should always process a Test Print with ZERO POSTAGE to ensure that the full message is properly positioned on the envelope.

Creating a Text Message

1. Press the **Menu** key.
2. Select "Text Messages."
3. Select "Create New Messages."
4. The system indicates that messages must comply with postal rules for ads. Select "Accept & Continue."

   ⓘ *NOTE:* See *Postal Rules and Guidance* in this chapter for more information.

6. Use the keypad to type in a name for the text message, then select "Accept."
7. Select "1" to access the first line of text.

```
┌─────────────────────────────────┐
│        Create New Message        │
│       Txt Msg:  ACME Finance     │
├─────────────────────────────────┤
│ ◄ 1 :                         ▓  │
│ ◄ 2 :                         ▓  │
│ ◄ 3 :                         ░  │
│ ◄ 4 :                            │
├─────────────────────────────────┤
│           Done [Enter]           │
└─────────────────────────────────┘
```
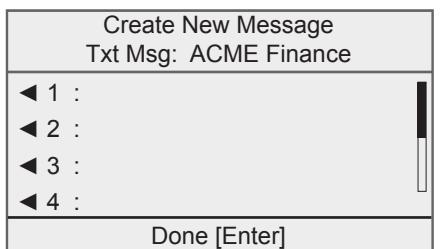
8. The Edit Line screen displays.

```
┌─────────────────────────────────┐
│            Edit Line 1           │
│ ┃█████████████████████████████  │
│ ◄ Edit Options                   │
│ ◄ Edit Next Line                 │
│ ◄ Cancel                         │
│ ◄ Accept                         │
└─────────────────────────────────┘
```
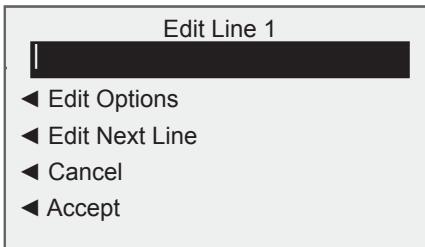
   a. Type in the appropriate text.
   b. Select "Edit Next Line".
   c. Repeat steps a and b until all lines of text are complete. You can enter up to five lines of text, with a maximum of 16 alphanumeric characters per line.
   d. Select "Accept" when done.

9. Press **Enter** to return to the Text Messages menu.

Viewing/Editing a Text Message

1. Press the **Menu** key.
2. Select "Text Messages."
3. Select "View/Edit Messages."
4. Select a message to edit. If necessary, press the green down arrow key to view the next menu screen.

```
            View/Edit Messages
          Txt Msg:  ACME Finance
    ◀ Acme Corp. Finance
    ◀ Dept. Building 3
    ◀ Floor 16
    ◀ Aberdeen Parkway
                Done [Enter]
```
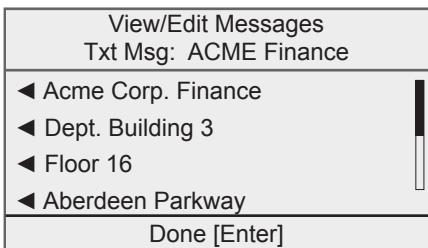
(i) *NOTE:* If you are only viewing the Text Message, press **Enter** to return to the Text Messages menu.

5. Select the line of text to edit.

```
                Edit Line 2
     Dept. Building 3|
    ◀ Edit Options
    ◀ Edit Next Line
    ◀ Cancel
    ◀ Accept
```
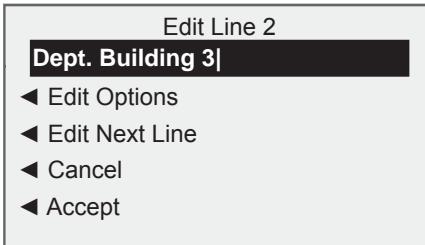
Viewing/Editing a Text Message (cont'd)

6. Press the **Backspace** (back arrow) key on the keypad to delete the existing text entry, then type in new text.

    OR

    Select "Edit Options" to move the cursor within the text entry.

```
                Edit Line 2
    Dept. Building 3|
    ◄ Move Cursor Left
    ◄ Move Cursor Right

    ◄ OK
```
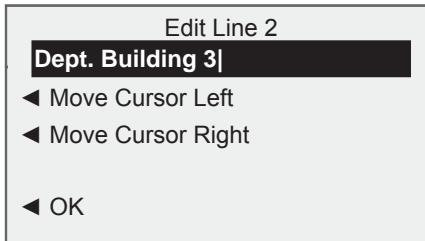
You can select "Move Cursor left" or "Move Cursor right" to position the cursor, then use the keypad to enter characters to replace the existing text. Select "OK" when done.

6. Select "Edit Next Line" if you need to edit additional lines of text.
7. Select "Accept" when done.
8. Press **Enter** to return to the Text Messages menu.

Deleting a Text Message

1. Press the **Menu** key.
2. Select "Text Messages."
3. Select "Delete Messages."
4. Select the message to delete. If necessary, press the green down arrow key to view the next menu screen.
5. Select "Yes, Delete" to delete the text message and return to the Text Messages menu.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

11 • Scale Options

DM300c

DM400c
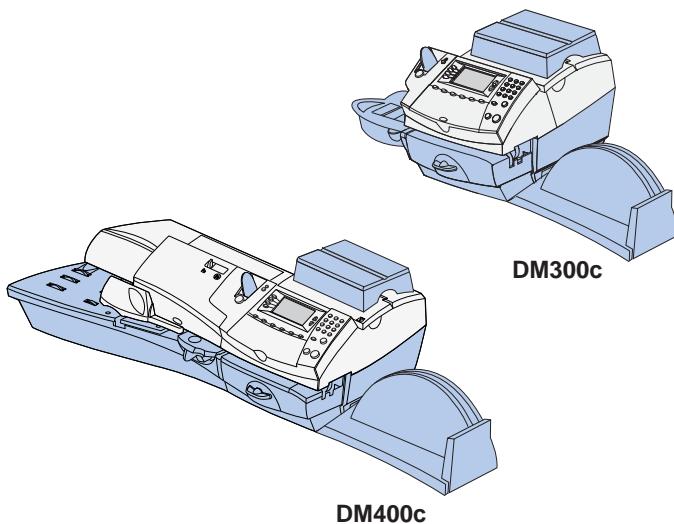
This chapter presents system settings you can setup or modify the optional weighing platform (scale).

Scale Options Overview

(i) **NOTE**: Scale options are available only if you have purchased the optional weighing platform.

There are several settings you can set with your weighing platform such as zeroing the weight on the weighing platform, turning the weighing platform on/off, viewing metric weights, and saving/changing class or ZIP settings when weight changes on your weighing platform.

Scale Options are accessed by pressing the **Weigh/Rate** key.

(i) **NOTE**: Differential Weighing is explained *Chapter 3, Running Mail.*

```
        Weight/Rate
      Current:  0lb 0.5oz

◄ Zero the Scale
◄ Rate the Mail on Scale
◄ Enter Weight Manually
◄ Differential Weighing
```

```
        Weight/Rate
      Current:  0lb 0.5oz

◄ Change/Retain Class
◄ Change/Retain Destination
◄ Turn Rate Preview On/Off
◄ Scale Location Code
```

```
        Weight/Rate
      Current:  0lb 0.5oz

◄ Discount Code
◄ Manage BMC ZIPS
```
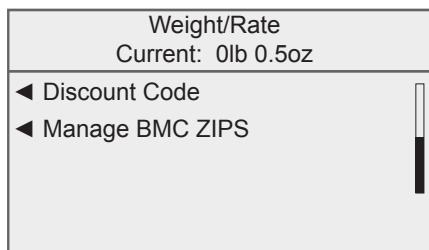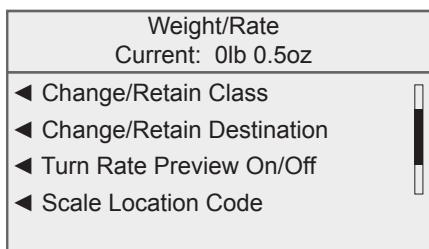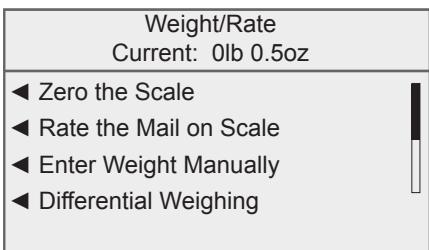
Zeroing the Scale

If you have set you machine to retain the weight from the previous package or mail piece, you will need to run this option to zero out the weighing platform.

1. Press **Weigh/Rate**.
2. Select "Zero the Scale".
3. The weighing platform will zero out the weight and return to the Home screen.

Setting Weight Change Options

You can set how the weighing platform reacts regarding the class of service or ZIP Code when the weight changes.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Change/Retain Class".

```
┌─────────────────────────────────────┐
│            When New                  │
│             Piece                    │
├─────────────────────────────────────┤
│ ◄ Retain Class          :   Yes      │
│ ◄ Retain dest (ZIP/Zone) :  Yes      │
│                                      │
│                                      │
├─────────────────────────────────────┤
│            Done [Enter]              │
└─────────────────────────────────────┘
```

4. Select "Retain Class".
   - Toggle "Yes" if you want the system to retain the class when the weight changes.
   - Toggle "No" if you do not want the system to retain the class when the weight changes.
5. Select "Retain dest (ZIP/Zone)".
   - Toggle "Yes" if you want the system to retain the ZIP Code/ Zone when the weight changes.

     (i) **NOTE***:* Not applicable if Retain Class is set to "No".
   - Toggle "No" if you do not want the system to retain the ZIP Code/Zone when the weight changes.
6. Press **Home** when done to return to the Home screen.

Setting Class Change Options

You can set how the weighing platform reacts regarding the ZIP Code when the class of service changes.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Change/Retain Destination".

```
┌─────────────────────────────────┐
│          When New               │
│           Class                 │
├─────────────────────────────────┤
│ ◄ Retain ZIP/Zone    :  Yes     │
│                                 │
│                                 │
│                                 │
├─────────────────────────────────┤
│         Done [Enter]            │
└─────────────────────────────────┘
```

4. Select "Retain ZIP/Zone".
    *   Toggle "Yes" if you want the system to retain the ZIP Code when the class changes.
    *   Toggle "No" if you do not want the system to retain the ZIP Code when the class changes.
5. Press **Enter** when done to return to the Home screen

Turning Auto Scale On or Off

Use the Auto Scale when you do not want the system to switch to At-tached Scale mode when the weighing platform is touched.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Turn Rate Preview On/Off".
   - If the weighing platform is ON, you will be prompted to "Turn Auto Scale OFF" or "Keep it turned ON". Select the appropri-ate option.

Currently the Auto Scale is ON
When ON, change in weight will calcu-late new rate. ◄ Turn Auto Scale OFF ◄ Keep it turned ON
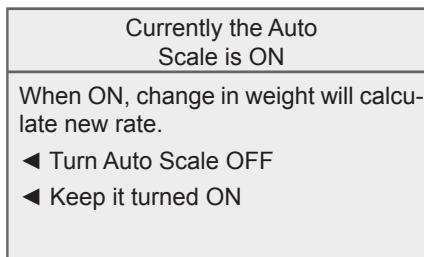
   - If the weighing platform is OFF, you will be prompted to "Turn Auto Scale ON" or "Keep it turned OFF". Select the appropri-ate option.

Currently the Auto Scale is OFF
When ON, change in weight will calcu-late new rate. ◄ Turn Auto Scale ON ◄ Keep it turned OFF
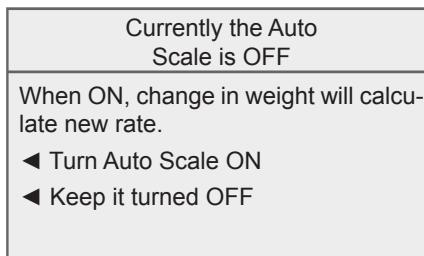
4. Depending on the changes you make, the system will do one of the following:
   - If you elect to turn the weighing platform on or off, you return to the Home screen with either the weighing platform on or off.
   - If you elect to keep the weighing platform in its current mode, you return to the Weight/Rate menu.

Setting the Scale Location Code

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Scale Location Code".

```
┌─────────────────────────────────────┐
│      Scale Location Code             │
├─────────────────────────────────────┤
│            Enter Code:               │
│                                      │
│              ▓▓▓▓▓                    │
│              (1-31)                  │
│  ◄ Accept                            │
│                                      │
└─────────────────────────────────────┘
```
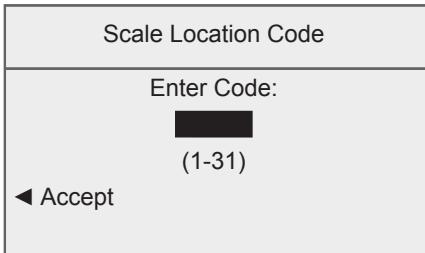
4. Enter the location code (from 1 - 31). Refer to the Self Install Guide supplied with your system to determine the location code for your weighing platform/location.
5. Select "Accept".

Managing Intra BMC ZIP Code Groups

Intra BMC (Bulk Mail Center) ZIP Code groups are a USPS pre-sort option for bulk mailings in the USA. To qualify for a discount when using Intra BMC ZIP Code groups:

- You must be sending mail pieces/parcels with origination and destination locations within the same BMC service area, and
- You must create ZIP Code groups by entering the ZIP Code ranges for the postal zones eligible for the discount. (Until the ranges are entered, the Intra-BMC class will not be selectable on your system.)

  ⓘ **NOTE:** It is not necessary to enter ZIP Code ranges to use the Parcel Post "Local" BMC rate. When you enter 0 as the zone for Pkg Service, Parcel Post, the Parcel Post "Local" BMC rate will be selected.

For more information on your eligibility, contact a specialist at the Post Office that handles your mail.

Managing Intra BMC ZIP Code Groups (cont'd)

Creating Intra BMC ZIP Code Groups

Use this option to create Intra BMC ZIP Code groups. Acquire all postal ranges eligible for the discount rates, then follow the procedure below.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Manage BMC ZIPS".
4. Select "Create New Group".

   ⓘ **NOTE***:* If you have never used this feature before, only "Create a new group" displays.

Create Intra BMC ZIP Group	
◄ Beginning ZIP	: Enter
◄ Ending ZIP	: Enter

5. Select "Beginning ZIP".
   a. Type in the first 3 digits of beginning ZIP.
   b. Select "Accept".

Beginning ZIP
Enter First 3 Digits
_
◄ Accept

Managing Intra BMC ZIP Code Groups (cont'd)

Creating Intra BMC ZIP Code Group (continued)

6. Select "Ending ZIP".
    a. Type in the first 3 digits of last ZIP.
    b. Select "Accept".

```
┌──────────────────────────────────────┐
│              Ending ZIP                │
├──────────────────────────────────────┤
│          Enter First 3 Digits          │
│                 ▃                      │
│                                        │
│  ◄ Accept                              │
└──────────────────────────────────────┘
```

7. Select "Accept". You return to the Manage BMC ZIPS screen.

Editing Intra BMC ZIP Code Groups

Use this option to edit Intra BMC ZIP Code groups. Acquire all postal ranges eligible for the discount rates, then follow the procedure below.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Manage BMC ZIPS".

```
┌──────────────────────────────────────┐
│             Select Group               │
│               To Edit                  │
├──────────────────────────────────────┤
│  ◄ 060 - 067                           │
│  ◄ 056 - 059                           │
│  ◄ 120 - 123                           │
│  ◄ 010 - 034                           │
└──────────────────────────────────────┘
```

4. Select "Edit Group".
5. Select the group from the list provided.

    ⓘ **NOTE**: If necessary, press the green down arrow key to view additional groups.

Managing Intra BMC ZIP Code Groups (cont'd)

Editing Intra BMC ZIP Code Groups (continued)

6. Select "Beginning ZIP".
   a. Type in the first 3 digits of beginning ZIP.
   b. Select "Accept".

```
          Edit Intra BMC
            ZIP Group
◄ Beginning ZIP      : 060
◄ Ending ZIP         : 067
```

7. Select "Ending ZIP".
   a. Type in the first 3 digits of last ZIP.
   b. Select "Accept".

```
          Beginning ZIP

        Enter First 3 Digits
              _

◄ Accept
```

8. Select "Accept". You return to the Manage BMC ZIPS screen.

```
           Ending ZIP

        Enter First 3 Digits
              _

◄ Accept
```

Managing Intra BMC ZIP Code Groups (cont'd)

Deleting Intra BMC ZIP Code Groups

Use this option to delete Intra BMC ZIP Code groups.

> **IMPORTANT:**
> Make sure your really want to delete a group. Once you do, the group cannot be retrieved.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Manage BMC ZIPS".
4. Select "Delete Group".

```
          Select Group
           To Delete

  ◄ 060 - 067
  ◄ 056 - 059
  ◄ 120 - 123
  ◄ 010 - 034
```

5. Select the group from the list provided.

    (i) **NOTE***:* If necessary, press the green down arrow key to view additional groups.

```
         Confirm Delete?


   Proceed to delete 060-067 group?


  ◄ Yes, Delete
  ◄ No
```

6. Select "Yes, Delete" to delete the group. You return to the Manage BMC ZIPS screen.

12 • Maintenance

DM300c
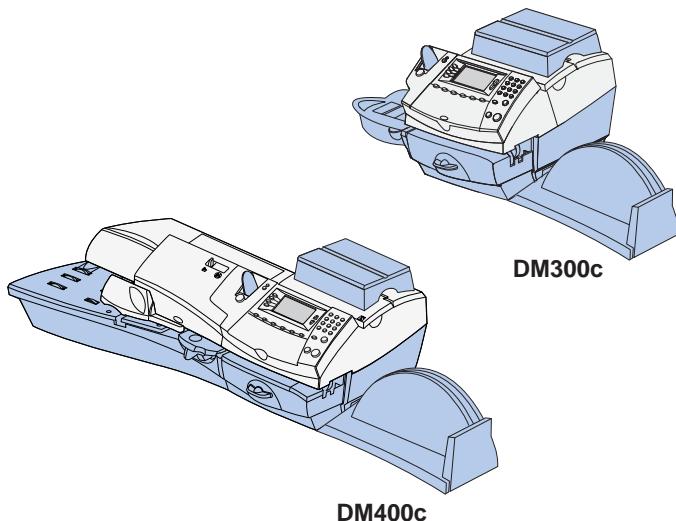
DM400c

This chapter explains how to maintain your mailing system.

Printing a $0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a $0.00 meter stamp for this purpose. At the Home screen, simply press **Zero**, then **Enter**, and slide an envelope (or tape strip) through the machine.

Messages Indicating Ink Cartridge Replacement

ⓘ **NOTE**: We recommend that you keep a spare ink cartridge on hand at all times.

Your actual ink usage will vary, depending on whether you routinely print ads, how many pieces of mail you print a day and other factors.

The machine display tells you when the ink supply is low or exhausted with the following messages:

"Low Ink"

Replace the ink cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. See *Chapter 14, Supplies and Options* for part numbers to order this item.

IMPORTANT:
Replace the ink cartridge as soon as you see the "Low Ink" alert.

"Ink Out"

Replace the ink cartridge immediately. The ink supply is gone; you won't be able to print.

Replacing the Ink Cartridge

1. If you have received an ink warning, skip to step 2. You can navigate through the menus to perform the replacement procedure:

   A. Press **Menu.**

   B. If necessary, press the green down arrow key to scroll through the menu screens.

   C. Select "Maintenance".

   D. Select "Printer Maintenance".

   E. Select "Replace Ink Tank".

2. When prompted, open the ink access cover. A "Moving Ink Tank" message displays.

   ⓘ *NOTE:* If you are using a weighing platform, remove it before opening the ink access cover.

3. When prompted to "install now", flip open the ink cartridge guard.

Ink Cartridge Guard
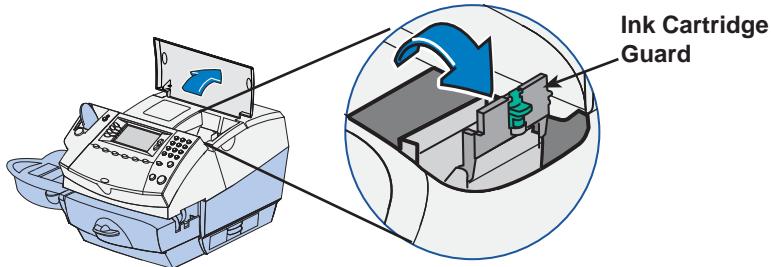
4 Lift up and remove old ink cartridge.
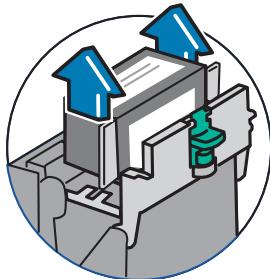
Replacing the Ink Cartridge (cont'd)

5.   Remove tape on bottom of new ink cartridge.
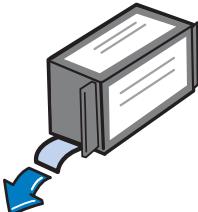
6.   Lower the ink cartridge into the cavity. The ridges on either side of the cartridge will slide into the grooves.
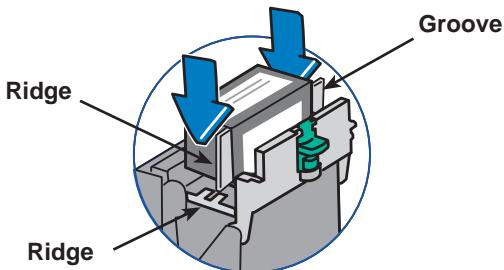
7.   Rotate guard back to closed position.
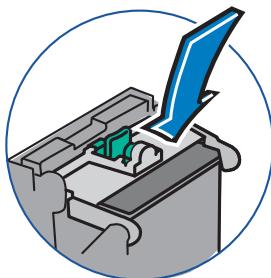
Replacing the Ink Cartridge (cont'd)

8. Close the ink access cover. The system automatically recognizes the new cartridge.
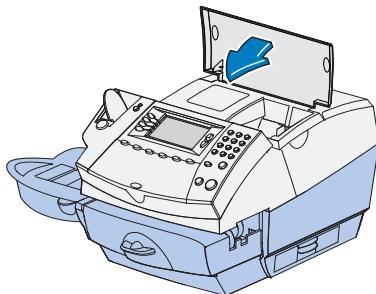
9. You are prompted to print a test pattern.
    - Select "Yes, Print Test Pattern" to print a test pattern. See *Printing a Test Pattern* in this chapter for more information.
    - Select "No" if you do not want to print a test pattern. You return to the Home screen.

Filling the Moistener (DM400c Only)

Refer to the following procedure to refill the moistener.

1. Check the moistener tank to see how much sealing solution is left.

Feeder Access Cover

Check Level Here
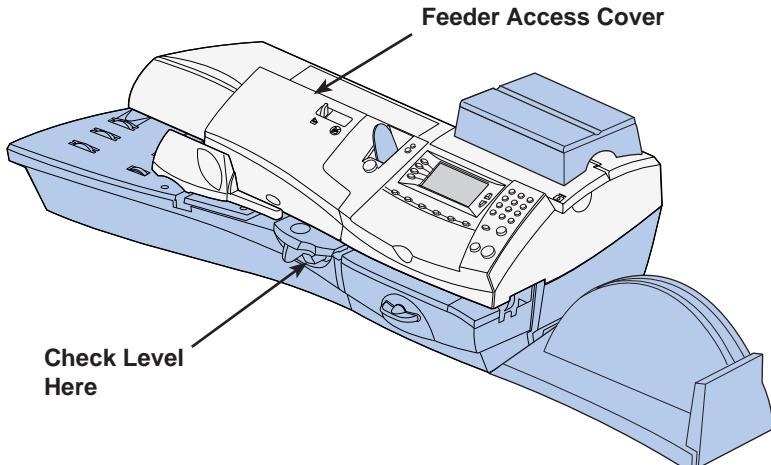
2. Open the feeder access cover and remove the moistener bottle.
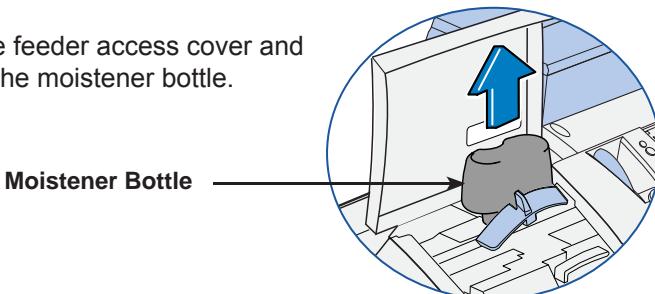
Moistener Bottle

3. Remove the moistener bottle cap and fill the moistener bottle with Pitney Bowes E-Z Seal® sealing solution. We recommend E-Z Seal® because it helps keep your moistener clean and improves sealing efficiency.

4. Replace the moistener bottle cap and place the bottle back in its original location.

5. Close the feeder access cover.
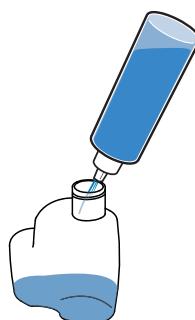
Filling the Moistener (DM300c Only)

Refer to the following procedure to refill the moistener.

1. Check the moistener tank to see how much sealing solution is left.

Fill Here

Check Level Here
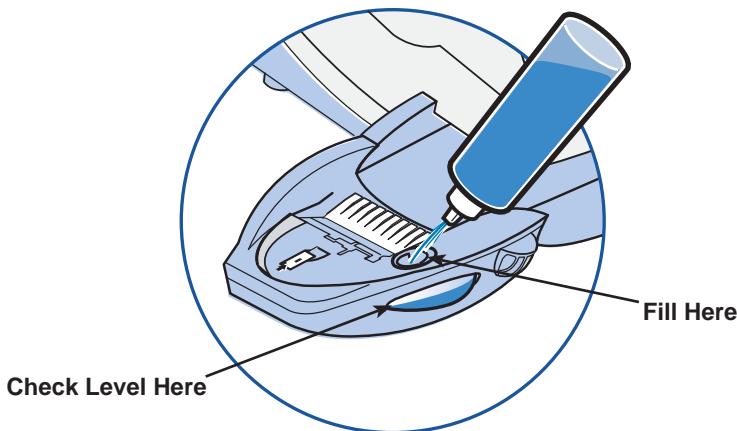
2. Add enough Pitney Bowes E-Z Seal® sealing solution to bring the sealant level up to the bottom of the fill hole. We recommend E-Z Seal® because it helps keep your moistener clean and improves sealing efficiency.

3. If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet.

IMPORTANT:
Do not overfill the moistener tank.

Maintaining the Moistener

If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the stripper blade and brush assembly or wick as needed. See *Chapter 14, Supplies and Options* for instructions on ordering these supplies for your machine.

Cleaning the Stripper Blade and Brush Assembly (DM400c)

1. Push up on the lever on the stripper blade and brush assembly.
2. While holding the lever up, grasp the assembly and pull it straight out towards you.

Lever

Stripper Blade and Brush Assembly
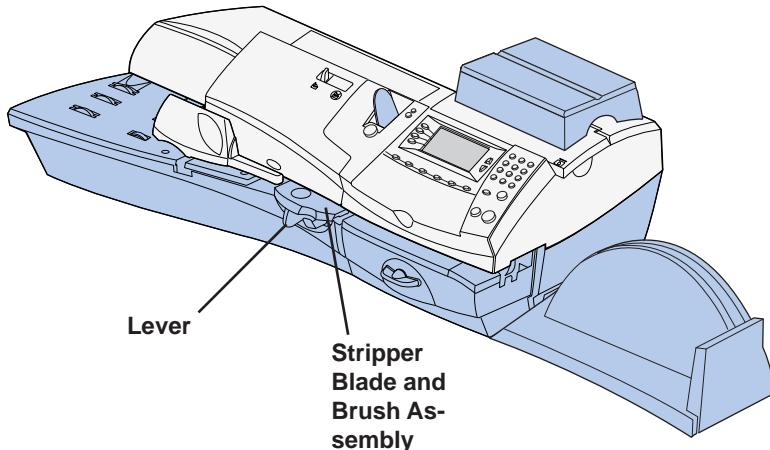
3. Clean the moistener brush by running the it under plain water.

   ⓘ *NOTE:* Replace the assembly if it cannot be cleaned thoroughly.

4. If you need to clean the wick and shield, continue with *Cleaning the Shield and Wick* on the next page. Otherwise, push up on the release lever on the stripper blade and brush assembly.
5. Slide the assembly back onto the machine. You should hear a click as it engages.

Maintaining the Moistener (cont'd)

Cleaning the Shield and Wick (DM400c)

1. Open the feeder access cover and remove the moistener bottle. Leave the moistener bottle out until instructed to replace it.

2. Remove the stripper blade and brush assembly.
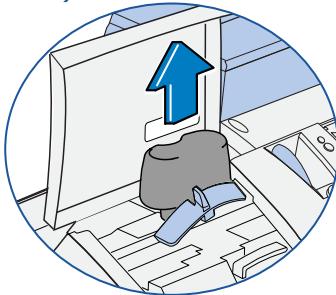
3. Pull the moistener tank straight out towards you. Gently lift the tank up and out.

   IMPORTANT:
   The moistener tank may be full of E-Z Seal® sealing solution. If so, you can pour the solution back into the moistener bottle, or drain the tank into a receptacle.

4. Pull up and remove the shield and wick from the moistener tank.

5. Separate wick from the shield. Clean the wick in plain water, and rinse thoroughly.

   ⓘ *NOTE:* Replace the wick and shield if they cannot be cleaned thoroughly.
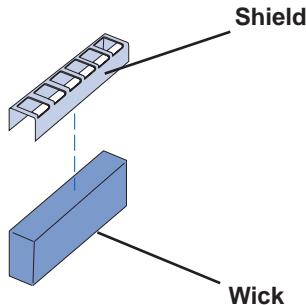
6. Place the wick back into the shield.

7. Push the wick and shield back into moistener tank.

8. Slide the tank back in place.

9. Replace the stripper blade and brush assembly by pushing up on the release lever and sliding the assembly back on its track until it snaps into position.

10. Replace the moistener bottle and close the feeder access cover.

Maintaining the Moistener (cont'd)

Removing the Moistener (DM300c)

1. Push down on the blue release lever on the moistener.

Release Lever
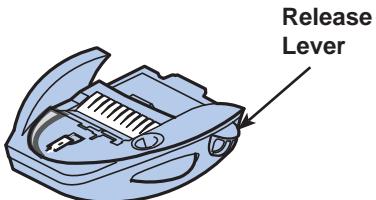
2. Pull the moistener straight out to the left.
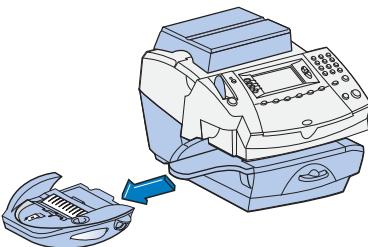
3. Open the hinged brush holder.

Brush Holder

4. Grasp the bristles and slide the brush out of the hinged brush holder, toward the front of the moistener tank.
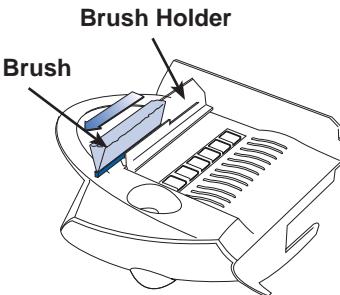
Brush

Maintaining the Moistener (cont'd)

Removing the Moistener (DM300c) (continued)

5. Clean the brush in plain water, and rinse thoroughly.

6. Position the brush as shown at
   right so its bottom edge is under
   the mounting tabs.
7. Slide the brush back toward the
   rear of the moistener.
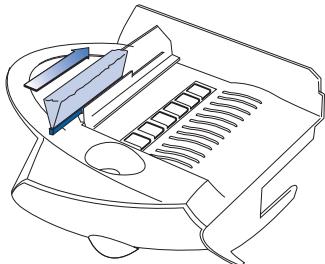
8. If you need to clean the wick and holder, continue with *Remov-
   ing the Holder and Wick* procedure on the next page. Otherwise,
   push down on the blue release lever on the moistener.

**Release
Lever**
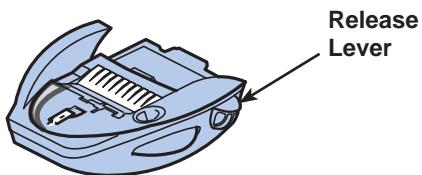
9. Slide the moistener back onto the machine. You should hear a
   click as it engages.
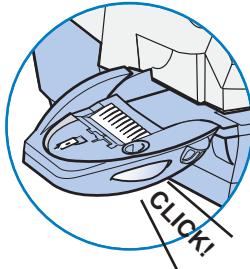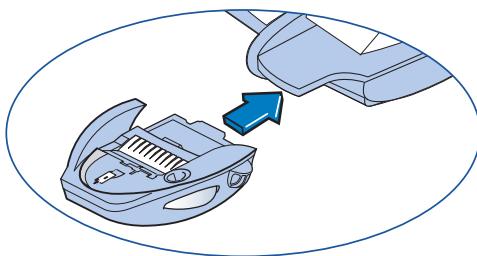
Maintaining the Moistener (cont'd)

Removing the Shield and Wick (DM300c)

1. Pull up and remove the shield and wick from the moistener.

2. Separate the wick from the shield. Clean the wick in plain water, and rinse thoroughly.

   ⓘ *NOTE:* Replace the wick and shield if they cannot be cleaned thoroughly.

3. Place the wick back into the shield.

Shield

Wick

4. Push the wick and shield back into moistener.

5. Reinstall the moistener. Push down on the blue release lever on the moistener.

Release Lever
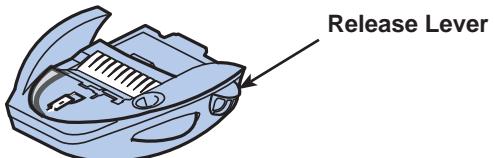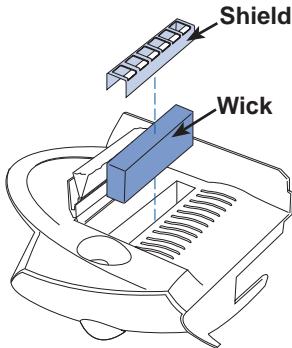
6. Slide the moistener back onto the machine. You should hear a click as it engages.

CLICK!
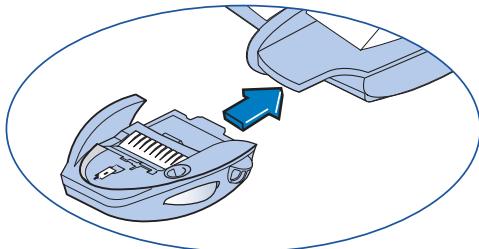
Printer Maintenance

The system has several replacement procedures and tests that let you replace the ink cartridge and/or print head, check print performance and help you determine printing problems.

These tests and procedures are accessible by pressing **Menu**, pressing the down arrow key, and selecting "Maintenance", then "Printer Maintenance".

Printing a Test Pattern

The test print allows you to print a test pattern to see if the print head is functioning properly.

1. Press **Menu.**
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "Printer Maintenance".
5. Select "Print Test Pattern".
6. Follow the prompts to print the test pattern on an envelope or tape strip.
7. You are prompted if the test pattern is OK.
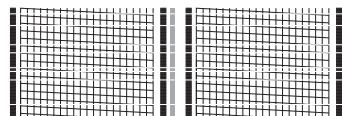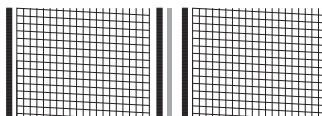
Good Test Print (No Missing Lines)   **Poor Test Print (Missing Lines)**

- If yes, select "Yes". You return to the Home screen.
- If no, select "No, Clean Nozzle" and the system executes a purge. When the purge is complete, the "Cleaning Complete" screen displays. (This may take a few moments.)

```
              Cleaning Complete

        ◄ Print Test Pattern
        ◄ Select Another
        ◄ Done
```
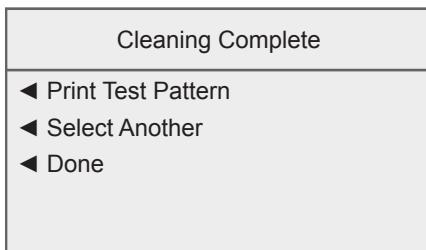
Select "Done" to return to the Printer Maintenance menu.

Printer Maintenance (cont'd)

Cleaning the Printer Nozzle

This option allows you to purge the print heads in an effort to fix a printing problem

1. Press **Menu.**
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "Printer Maintenance".
5. Select "Clean Printer Nozzle".
6. You have a choice of four purges to use. Normally selecting "Purge A" is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.

```
        Clean Printer Nozzle
           Select Purge

   ◀ Purge A
   ◀ Purge B
   ◀ Purge C
   ◀ Purge D
```
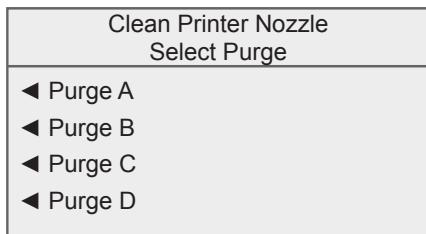
7. The system executes a purge. This may take a few moments. When finished, the Cleaning Complete screen displays.
    • Select "*Print Test Pattern*" to print a test pattern. See *Printing a Test Pattern* in this chapter for more information.
    • Select "Select Another Purge" to choose a different purge.
    • Select "Done" to return to the Printer Maintenance menu.

Replace Ink Cartridge

This option allows you to replace the ink cartridge. See "Replacing the Ink Cartridge" at the start of this chapter.

Printer Maintenance (cont'd)

Replacing the Print Head

Follow the steps below to change in print head on your system.

1. Navigate through the menus to perform the replacement procedure:

    A. Press **Menu.**
    B. If necessary, press the green down arrow key to scroll through the menu screens.
    C. Select "Maintenance".
    D. Select "Printer Maintenance".
    E. Select "Replace Print Head".

2. Remove the ink cartridge. Refer to steps 2-4 in *Replacing the Ink Cartridge* in this chapter for more information.

3. Squeeze the two gray tabs on either side of the print head.
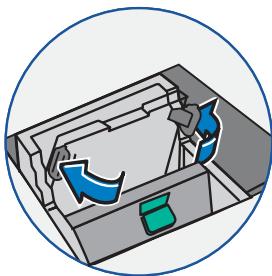
3. While squeezing, lift and tilt to the right the print head. The print head should come up out of the machine.
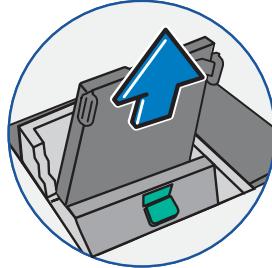
Printer Maintenance (cont'd)

Replacing the Print Head (continued)

4. **Pull up and remove the black cap on the new print head (if present)**. Also remove the protective tape from the bottom.
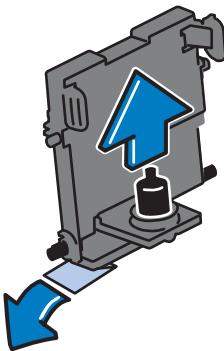
5. Squeeze the two gray tabs on either side of the new print head and slightly angle the print head while sliding it back into its holder.
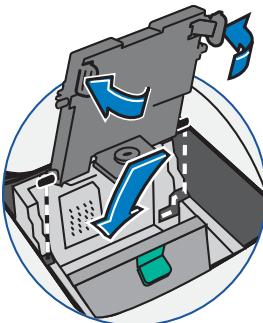
6. Push the print head back into place. You should hear a click when it is seated correctly.
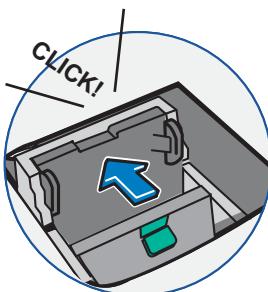
7. Replace the ink cartridge. Follow step 5 - 9 in *Replacing the Ink Cartridge* in this chapter for more information.

13 • Troubleshooting

DM300c

DM400c
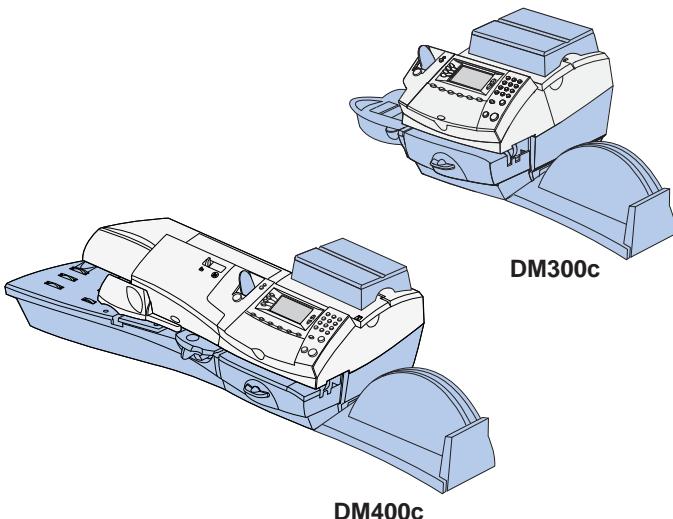
This chapter explains how to troubleshoot your mailing system.

Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your mailing system works. Pitney Bowes provides several information resources. See page *v* for our web and phone support information.

Before you contact us, please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. Also, you can often restore normal operation by just turning Off and On your system.

If you need to call, please have the following information at hand:

*   Model Identification: See page *v*.
*   Serial number: See the back of the system.
*   Nature of problem: What happens and when does it happen? Did the machine display an error message?
*   The steps you've already taken to solve the problem and the results.

Messages on the LCD Display

From time to time your system will display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a system condition you can fix. In rare instances you may have to call for service or assistance (see page *v*).

Blank Display

Symptom	Cause	Solution
Power lamp is not lit on the machine	No power coming into machine	Check that: • power cord is plugged into both mailing machine base and wall outlet • power cord is not connected to a switched wall outlet, power strip, or surge protector
Power lamp is yellow on the machine	Machine in sleep mode	Press any key to "awaken" it.

Display Difficult to Read

The display contrast may need adjustment.

1. Press **Menu**.
2. Select "Setup".
3. Select "Display Contrast".
4. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary. The default is 6 lines (shown below).

```
┌─────────────────────────────────┐
│        Display Contrast         │
├─────────────────────────────────┤
│  - | | | | | |            +      │
│  ◄ Increase Contrast            │
│  ◄ Decrease Contrast            │
│  ◄ Accept                       │
└─────────────────────────────────┘
```
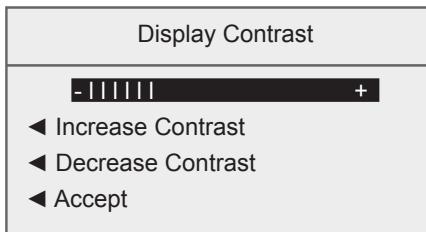
5. Select "Accept" to return to Setup menu.

Printing Problems

Symptom	Cause	Solution
Machine won't print	Machine is in seal-only mode	This mode disables printing. Press **Home** to return to Home screen and resume printing.
Meter Stamp is incomplete or streaked; poor print quality	Ink cartridge needs replacing	Replace ink cartridge. See "Replacing the Ink Cartridge" in *Chapter 12, Maintenance*.
	Print nozzles clogged	Perform a print purge in an effort to fix the printing problem See "Cleaning the Printer Nozzle" in *Chapter 12, Maintenance.* (i) **NOTE**: If printer maintenance fails to correct the problem, call Pitney Bowes (see page *v*).

Feeding Problems (stalled envelopes)

To clear a stalled envelope in the printer area:

1. Move printer clearance lever (DM400c) or clearance lever (DM300c) to the "released" position (to the right).
2. Carefully pull envelope out towards the right.
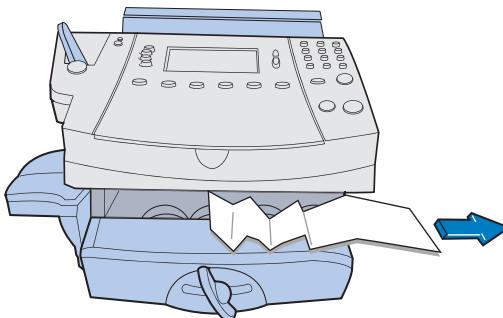
3. Make sure printer deck is clear of paper fragments.
4. Lift the printer clearance lever (DM400c) or clearance lever (DM300c) up and turn to the "home" position (counterclockwise).

To avoid stalled envelopes:

- Make sure your envelopes meet Pitney Bowes published speci-fications. See *Appendix A, Specifications*.
- Feed envelopes correctly. See the instructions in *Chapter 3, Running Mail*. Don't try to feed oversize envelopes through the machine. Use tape strips instead.
- If running mail longer than a #10 envelope (9.5 inches), slide the stacker tray away from the system.

Feeding Problems (stalled envelopes) (cont'd)

To clear a stalled envelope in the feeder area (DM400c only):

1. Open the feeder cover and lift the feeder clearance lever to re-move mail under the feeder rollers.

Feeder Cover

Lift the blue feeder clearance lever
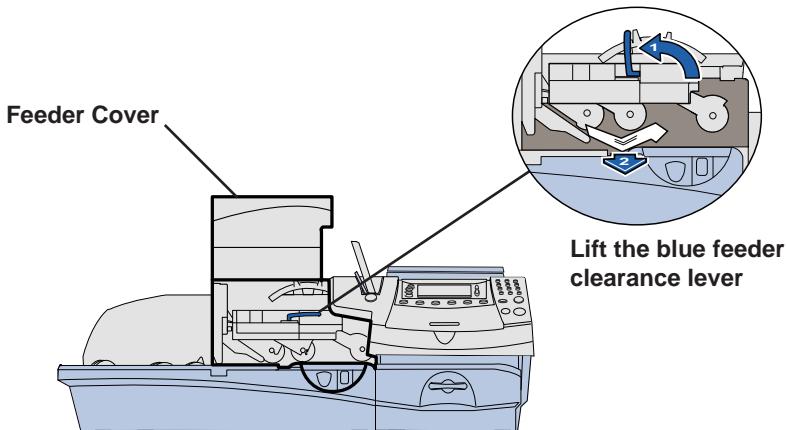
2. If necessary, remove the moistener assembly to access to mail between the feeder and the printer area.
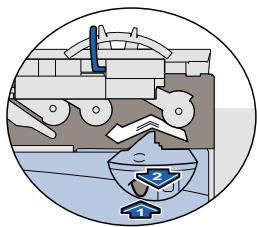
IMPORTANT:
Do not remove mail without lifting the blue clearance lever.

Moistening Problems (envelopes don't seal)

Symptom	Solution
Incorrect feeding (DM300c only)	Make sure you slide the envelope flap under the blue edge of the moistener. If you don't, the moistener can't wet the flap.
Low sealant level	Check the sealant level in the moistener tank. If the sealant level is low, add E-Z Seal® solution until it reaches the bottom of the fill hole. See the instructions in *Chapter 12, Maintenance.*
Dry moistener brush	Try wetting the moistener brush. If the brush drys out quickly, replace the moistener wick as explained in *Chapter 12, Maintenanc*e.
Dirty moistener brush	Remove the moistener brush. Clean it in plain water and rinse thoroughly (see *Chapter 12 Maintenance).*
Worn moistener brush	Replace the moistener brush (see *Chapter 12, Maintenance)*
Slow acting glue and environmental conditions may affect sealing (DM400c only)	To resolve these conditions, perform the following procedure a few seconds after the mail pieces have exited the machine: A. Remove the mail from the drop stacker. B. Examine the mail pieces and assure each envelope flap is seated flat against the body of the envelope. C. If necessary, tamp the mail on the table to assure all the mail pieces are even with each other. D. With the mail facing you, run your hand across the top of the stack, while squeezing the stack together. This process may be repeated. E. Allow the envelopes to dry undisturbed.

ⓘ **NOTE***:* See C*hapter 14, Supplies and Options* for part numbers for replacement brushes and E-Z Seal® solution. See page *v* for contact information.

Problems Connecting to Data Center via LAN Network

Symptom	Solution
Machine may not be connected to LAN Internet Connection	• Make sure you've connected your machine to a working LAN Internet connection. Contact your network administrator if you suspect issues with your LAN network.
	• Make sure the LAN internet cable USB Internet adapter connectors are firmly seated in their receptacles
	• Make sure the adapter lights are lit to show an active connection.
	• Ensure that no phone cord is connected to the mailing machine when the LAN is installed.
	• If LAN internet connectivity is not available, disconnect the USB net work adapter and LAN internet cable from the USB port. Connect via a USB cable connected to a PC having Meter Connect or via analog phone line using the analog phone cable to the phone port (see *Chapter 6, Adding Postage/Connecting to the Data Center*).

Problems Connecting to the Data Center via the PC

You cannot access www.pb.com from your PC using Internet Explorer

Contact your IT administrator for any special setup needed to enable your PC and Internet Explorer to access the internet.

You can access www.pb.com using Internet Explorer but PC Meter Connect™ software cannot detect the internet.

1. Right click on the PC Meter Connect™ tray icon and select "Internet Settings...".

Select "Internet Settings..."

Update PC Meter Connect
Internet Settings…
About PC Meter Connect
About Your Meter[Meter Detected]
Contact Us
Exit

Right Click on Tray Icon
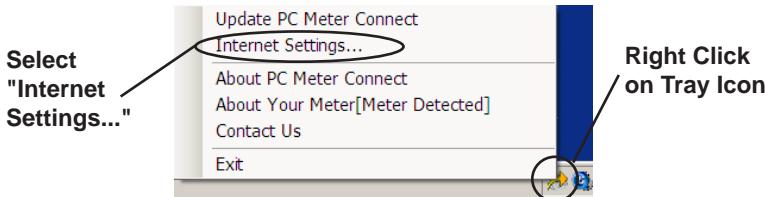
2. At the Internet Settings configuration screen, do either of the following:

   Solution A - Set your PC Meter Connect™ software to use the same settings that Internet Explorer uses to connect to the internet. Choose "Use Internet Explorer proxy settings" under Proxy Address Assignment (see screen below) and click **OK**.
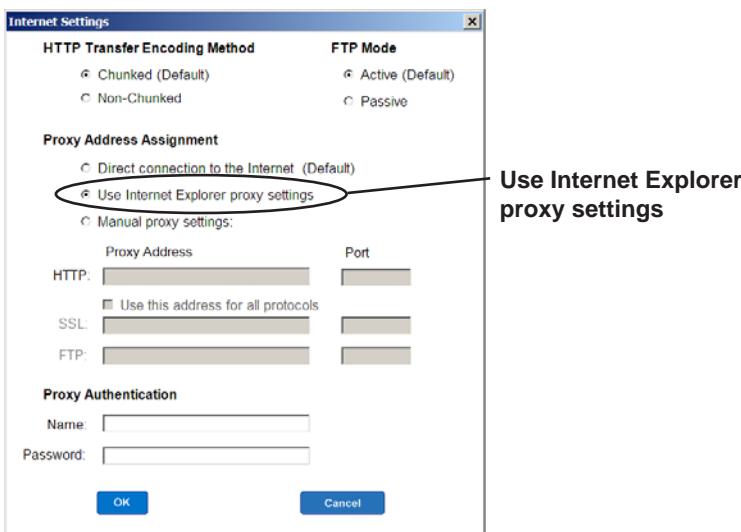
Internet Settings

HTTP Transfer Encoding Method   FTP Mode
  ⦿ Chunked (Default)   ⦿ Active (Default)
  ○ Non-Chunked   ○ Passive

Proxy Address Assignment
  ○ Direct connection to the Internet (Default)
  ⦿ Use Internet Explorer proxy settings
  ○ Manual proxy settings:

              Proxy Address   Port
  HTTP: [   ]   [   ]
         ☐ Use this address for all protocols
  SSL: [   ]   [   ]
  FTP: [   ]   [   ]

Proxy Authentication
  Name: [   ]
  Password: [   ]

  [OK]   [Cancel]

Use Internet Explorer proxy settings

Internet Settings Screen in PC Meter Connect™ Software

Problems Connecting to the Data Center via the PC (cont'd)

You can access www.pb.com using Internet Explorer but PC Meter Connect™ software cannot detect the internet (continued)

Solution B - Enter your own network's Proxy Address and Authentication settings (if used). Contact your IT administrator for these settings. Click "Manual proxy settings", and enter the proxy settings and proxy authentication (if used) provided by your IT administrator (see screen below). Click **OK.**

Internet Settings Screen in PC Meter Connect™ Software

Problems Refilling Postage via the PC

You can access www.pb.com using Internet Explorer but you are having problems refilling postage into the meter (meter errors may display)

1. Right click on the PC Meter Connect™ tray icon and select "Internet Settings".

Select "Internet Settings..."

Update PC Meter Connect
Internet Settings...
About PC Meter Connect
About Your Meter[Meter Detected]
Contact Us
Exit

Right Click on Tray Icon
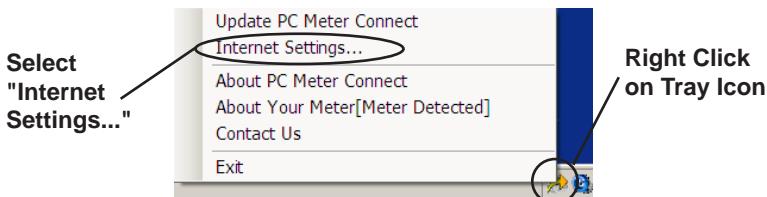
2. At the Internet Settings configuration screen, choose "Non-Chunked" for HTTP Transfer Encoding Method (see screen below) and click **OK.**
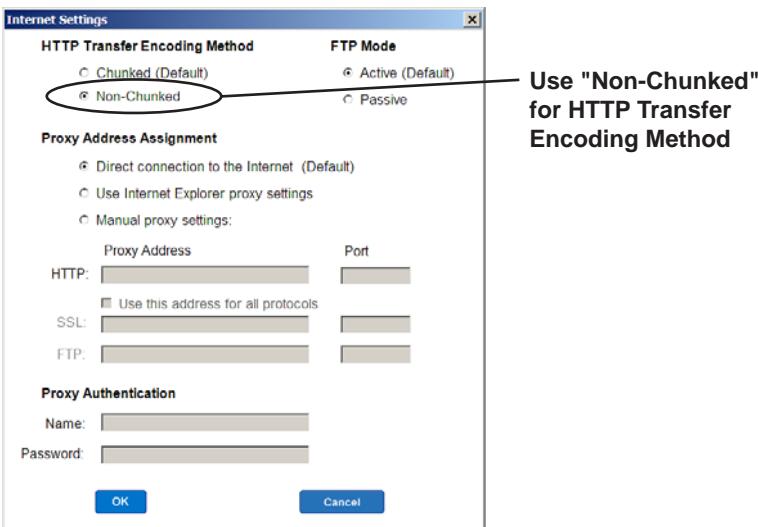
Internet Settings

HTTP Transfer Encoding Method
- Chunked (Default)
- Non-Chunked

FTP Mode
- Active (Default)
- Passive

Use "Non-Chunked" for HTTP Transfer Encoding Method

Proxy Address Assignment
- Direct connection to the Internet (Default)
- Use Internet Explorer proxy settings
- Manual proxy settings:

	Proxy Address	Port
HTTP:		

☐ Use this address for all protocols

| SSL: | | |
| FTP: | | |

Proxy Authentication

Name:
Password:

OK   Cancel

Internet Settings Screen in PC Meter Connect™ Software

Problems Connecting to the Data Center via Analog Line

Symptom	Solution
Improper phone line or phone line not connected to meter	• Make sure you've connected your meter to a dedicated analog phone line (the same type you connect your home phone to). If you are using a DSL line, you should use a DSL filter obtained from your DSL provider.
	• Verify that the phone line has a dial tone.
	• Make sure the phone line connectors are firmly seated in their receptacles.
	• Try using one of the alternate methods of communicate to the Data Center via the Internet (see *Chapter 6, Adding Postage/Connecting to the Data Center*).
Incorrect setup of system options	Go to the *Chapter 7, System Options,* and check the following:
	• Does your phone system require you to dial a prefix number to get an outside phone line? Make sure to include this in the setup if needed.
	• Is the dial method correct? You have to tell the machine if your phone uses a pulse or tone for dialing.

Viewing System Configuration Levels

Sometimes in an effort to fix your problem over the phone, a Pitney Bowes representative may request you to look up the software and firmware level that is on your machine. Follow these steps to do this:

1. Press **Menu.**
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "Printer Maintenance".
5. Select "View System Info".
6. There are multiple screens of information available about your machine. Press the green down arrow key to scroll through all the screens if needed.
7. Press **Enter** to return to the Maintenance menu.

Accidentally Printing the Wrong Postage

Once you have printed a meter stamp, the postage funds have been "used up" by the machine, even if the printing is illegible. That's why it is so important to make sure the correct value is shown on the machine before inserting the mail piece or tape strip, and that you do not let the ink level get too low. We recommend you always keep a spare ink cartridge on hand just for this reason.

If you would like a refund, you can go in person to the Post Office where you meter is registered (i.e., the ZIP Code of your meter stamp) within 60 days of the meter stamp date. You will need to bring the specific meter stamps as proof for your claim (they must be legible) and complete form 3533 "Application and Voucher for Refund of Postage, Fees, and Services".

ⓘ *NOTE:* If your application for refund is accepted, the USPS® will refund 90% of the original meter stamp amount.

IMPORTANT: To help prevent you from accidentally printing a postage value that's more than you need, you can have your meter warn you when you manually key in a postage value that is higher than the values you typically use. This setting is known as the high value warning (see *Chapter 7 - System Options* to set this option). The high warning value feature is effective when you manually key in the postage value, but does not function if the internal rating feature is used.

14 • Supplies and Options

DM300c

DM400c
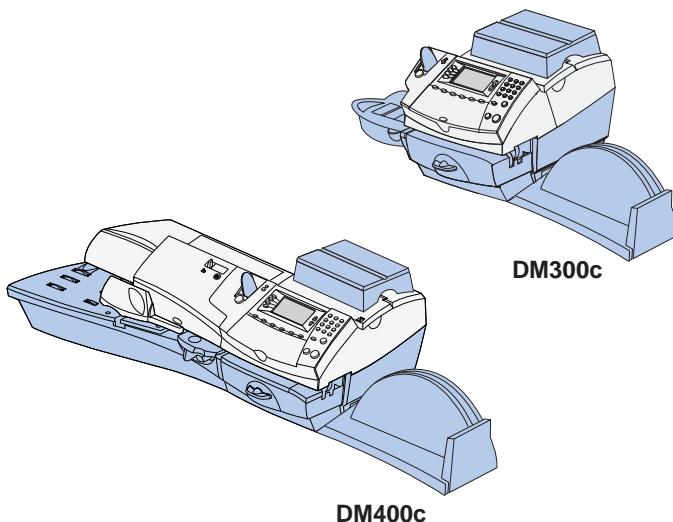
This chapter explains how to order supplies and accessories for your digital mailing system. It also tells you a little about optional equipment that can help you get the most value from your Pitney Bowes equipment.

Supplies and Accessories

Contact the Pitney Bowes Supply Line™ or visit the Pitney Bowes web site to order supplies and accessories. Refer to the *Contact Information List* at the front of this guide for more information.

Item	Number
DM300c, DM400c Red Ink Cartridge (Tank)	765-9
Moistener Brush/Wick Assembly (DM400c only)	621-8
Moistener Brush/Wick Assembly (DM300c only)	946-1
Postage Tape Strips (300 per box)	625-0
E-Z Seal® Sealing Solution 4 oz Flip Top Bottles (4)	601-9
E-Certified Labels, 50 Labels per Pack (No Charge)	639-5
Delivery Confirmation™ Labels, 50 Labels per Pack (No Charge)	639-6
Signature Confirmation™ Labels, 50 Labels per Pack (No Charge)	639-9
USPS Confirmation Services Receipt Book (No Charge)	640-7

Options

Pitney Bowes offers a number of flexible options so you can tailor your mailing system to meet your needs today, and expand them as your business grows tomorrow. Contact your Pitney Bowes Sales Representative or visit the Pitney Bowes web site to order these options. Refer to the *Contact Information List* at the front of this guide for more information.

Weighing Platform

The weighing platform allows you to accurately weigh mail and packages. You have a choice of a 2 lb., 5 lb., or 10 lb. capacity weighing platform. See *Chapter 3, Running Mail* and *Chapter 11, Scale Options* for details on using the weighing platform.

Options (cont'd)

Moistener (optional for DM300c, standard on DM400c)

The moistener applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on how you feed them. See *Chapter 3, Running Mail* for details.

Postal Inscriptions/Advertisements

Your system comes pre-loaded with ten envelope advertisements and ten postal inscriptions*. Envelope ads give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes also offers additional envelope ads and inscriptions. Up to a total of 20 ads and 20 inscriptions are available.

Optional inscriptions and adds are convenient to add because they are done via software downloads.

*Postal inscriptions, which are required by the USPS® to qualify for certain rate discounts, allow you to take advantage of these discounts and reduce mailing costs.

Departmental Accounting

An accounting feature on a mailing system allows you to track your postage costs by categories. These categories can represent whatever makes sense to your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

With this model of mailing machine, you have a choice of using one of the following accounting options.

- Standard Accounting (see *Chapter 8, Standard Accounting Option)*
- INVIEW™ Accounting
- Budget Manager
- Business Manager

Electronic USPS® Confirmation Services

This option allows you to get discounted fees from USPS for selected services. See Pitney Bowes publication SV61156 for more information on this feature. Visit our website (see page *v)* and enter *"*SV61156" in the search box on the home page to locate and view this document.

This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

Equipment Specifications

Size (including weighing platform)	**DM300c** 12.3" (312 mm) H x 19.7" (500 mm) W x 17.5" (444.5 mm) D **DM400c** 12.3" (312 mm) H x 33" (840 mm) W x 17.5" (444.5 mm) D
Weight	**DM300c** 18.7 lbs. (8.5 kg) **DM400c** 28.7 lbs. (13 kg)
Power Requirements	100-240 VAC, 50/60Hz. 1.0A
Communications Ports	2 USB Host, 1 USB Slave; 1 RJ-11, 1 Serial
Operating Temperature	40°F (4°C) to 107°F (43°C)
LCD Display Size	3.5 x 1.7" (88 x 44 mm) 7 lines, 40 characters long
Throughput	**DM300c** up to 65 letters per minute **DM400c** up to 95 letters per minute (standard), up to 120 letters per minute (enhanced) Actual throughput will vary, depending on the material used, machine condition, use of moistener, and the skill of the operator.
Print Resolution	600 x 300 dpi
Print Image Area	1" (25.4 mm) x 7" (180 mm)
Ink Cartridge Life	Up to 8,000 impressions. Actual ink yields vary with usage, graphics printed and environmental conditions.
Tape Strips	Self-adhesive tape strips for use on mail pieces that are too thick or too large to run through your machine (order part number 625-0)
Internal Envelope Ad Storage	up to 20
Internal Postal Inscription Storage	up to 20
Departmental Accounting	Number of accounts available vary based on option ordered
Maximum Imprint	$99.999

Material Specifications (see also figure below)

Envelope Size	Minimum: 3.5 x 5" (88.9 x 127 mm) Maximum: 13 x 15" (330 x 381 mm)
Envelope Flap Depth	3" (72.2 mm)
Envelope Thickness	Minimum: .02" (0.20 mm) Maximum (DM300c): 3/8" (9.5 mm) Maximum (DM400c): 5/16" (8 mm)
Stack Height for Mail	3" (76.2 mm) (This is the height of the right wall of the stacker tray.)
Envelope Weight	Minimum: .035 oz. (1 g) Maximum: 16 oz. (450 g)
Tape Size	Minimum: 1.75 x 4" (44.2 x 100 mm) Maximum: 1.76 x 8" (44.7 x 200 mm)

IMPORTANT: For best results, always make sure your material conforms to our published specifications.
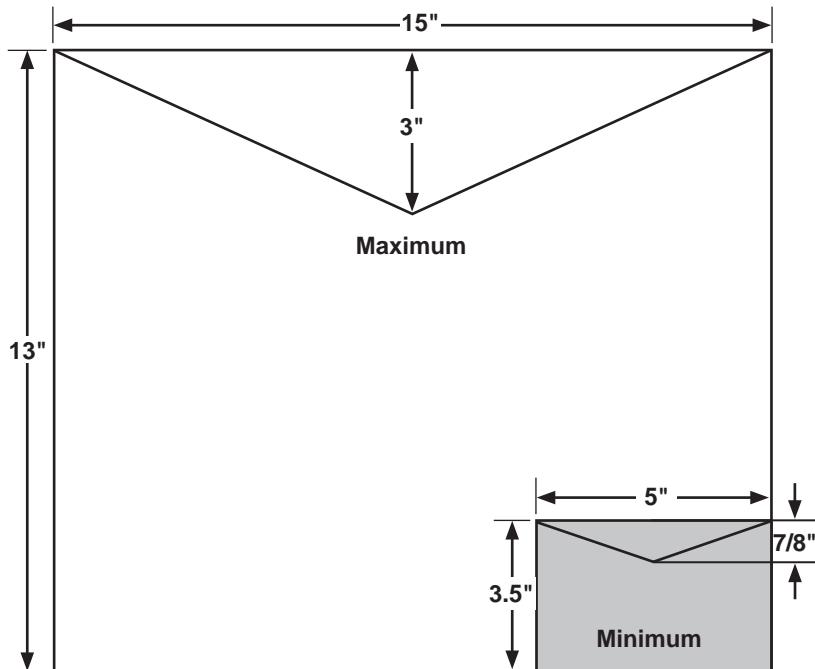
Account—set up when using the Accounting option. An account can be an organization, person, department, etc. to which postage is charged. The machine stores the total postage used and the number of mail pieces processed for each account. The total number of accounts available on your machine depends on the option purchased.

Advertisement, Envelope—An advertising message that appears next to the machine's meter stamp. You can choose from an array of standard and custom ads.

Analog Line–a "standard" phone line supplied by the phone company. You use an analog phone line when you connect to the Pitney Bowes Data Center using your machine's modem phone jack. Analog phone lines are usually Fax lines, residential phone lines, and lines used by modems or credit card readers**.** Compare to *Digital Line.*

Constant Connection–a feature that allows you to connect your machine to a LAN network having Internet access so your meter can communicate to the Pitney Bowes Data Center.

Default—A value or setting the machine automatically uses unless you change it. As delivered, your machine has factory-set defaults or "normal" settings. You may change these if you wish.

Digital Line–a type of line used on digital phone systems (so called PBX systems). Many PBX manufacturers have designed phone systems that deliver much more current to the phone than does a "standard" analog phone line supplied by the phone company. As a result, if you connect your machine's modem phone jack to a PBX digital line, thinking that it's an analog line, you could damage your modem with too much current and not even know it.

Home Screen—The machine display that shows your current selections. It indicates that you're ready to print postage.

Inspection (Postal)—The USPS® requires a postal inspection of your machine every 120 days to ensure accurate postal funds accounting. This postal inspection requirement can be automatically met by merely connecting your machine to the Pitney Bowes Data Center for any reason (e.g., to check your Postage By Phone® account, add postage to your meter, etc.).

IntelliLink®—A Pitney Bowes technology that allows you to download machine features, and postal rate and system software updates via a digital link to the Pitney Bowes Data Center.

LAN (Local Area Network)—a network installed in a company that allows computers and printers to communicate with each other, and to the Internet (if configured).

Lock Code—A four-digit code that can be set up which acts as a password to gain access to the machine after it powers up or after it is awakened from a sleep mode.

Meter Stamp (indicia)—The imprint produced by the machine (machine stamp or indicia). Depending on your settings, it may include:

- The indicia (includes the postage amount, date, ZIP code, etc.)
- An advertisement, which is an optional part of the machine stamp that lets you convey your own special message to the mail recipient.

Modem–a device on your machine for connecting to the Pitney Bowes Data Center over a standard (analog) telephone line. This modem should NOT be connected to a digital line (as is used on most PBX systems in offices). See also *Digital Line*.

Origin Postal Code—The Postal Code assigned to your city or town. Mail processed on your machine must be posted from a location in your Postal Code area.

PC Meter Connect™–a small software application you install on your PC to allow your meter to connect to the Pitney Bowes Data Center through your PC's Internet connection rather than over a standard telephone line.

Postage-By-Phone®—A service available through Pitney Bowes that allows you to buy postage and check account status via a phone line or the Internet. It also permits convenient postal inspection.

Presets—A custom machine setting you can call up instantly at the push of a button. You can assign each preset a number of values, depending on the postage mode you're in, how your machine is set up and what options are installed. A preset will always have a name and postage amount, and could also have an ad, class of service, operating mode and other values assigned to it.

Serial Number—The serial number found on the rear of the machine.

Sleep Mode—An energy-saving feature of your machine that clears the display after a certain period of idle time. Pressing any key wakes up the display.

Supervisor Password—A four-digit code that can be set up to protect unauthorized users from changing sensitive settings on your machine.

Tape Strips—self-adhering paper which you print postage on and apply to a piece of mail or package that is too big to be processed through the machine.

PitneyBowes

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For Service or Supplies

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